POSITION DESCRIPTION

Position Title	Manager, School Operations		
Organisational Unit	Faculty of Education and Arts		
Functional Unit	School Operations		
Nominated Supervisor	Director, Strategy & Operations, PSH - Faculty of Education & Arts		
Classification	HEW 9		
CDF Level	CDF2L	**Position Number**	10609107
Attendance Type	Full Time	**Date reviewed**	09-NOV-2026

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

ACU has a bold vision for its future. Our Vision 2033 is our landmark statement of strategic direction for ACU's mission as a Catholic university to constitute a 'Christian presence in the university world confronting the great problems of society and culture'. Our mission is to help shape the coming generations in Australia and beyond, by enabling flourishing lives, fostering thriving communities, and building a more ethical future.

Our Catholic mission informs everything we do – challenging us to respect the dignity of the human person, serve the common good, and embed ethical and social justice considerations throughout our teaching and research. We strive to live our core values of truth, excellence, and service.

We are a publicly funded university, and while we are young, we have grown significantly and we and we are making our mark: we are one of the largest university contributors to the care economy in Australia and rank among the top universities worldwide. We have seven campuses around Australia, more than 200 partner universities on six continents, and a campus in Rome, Italy.

We prioritise our staff, supporting their growth with a positive culture, generous leave, and flexible work arrangements. We invite all staff to engage with our mission in whatever way is most meaningful to them – whether as Catholics, as members of other churches and faiths, or as people with no religious affiliation but who are willing to embrace our vision, mission and strategic direction. We continue to invest in our facilities and workplaces and actively involve staff in shaping the future direction of the organisation.

For further information about the university please refer to ACU's organisational structure.

ABOUT THE FACULTY OF EDUCATION AND ARTS

The Faculty of Education and Arts encompasses two nationally recognised schools – the National School of Education and the National School of Arts and Humanities – and four leading research institutes: the Institute for Positive Psychology and Education, the Institute for Learning Sciences and Teacher Education, the Institute for Child Protection Studies, and the Institute for Humanities and Social Sciences. The Faculty also hosts several specialised programs and centres, including the Australian Centre for the Advancement of Literacy, the Clinic for the Advancement of Literacy, the Ancient Israel Program, and the Western Civilisation Program. The Faculty is widely regarded for its excellence in teacher education and its impact in the humanities and social sciences, especially in history, politics and sociology.

Operating across our campuses in Ballarat, Brisbane, Canberra, Melbourne, North Sydney, Strathfield, Blacktown and internationally in Rome (Italy), the Faculty supports a vibrant and inclusive community of more than 11,000 students. It offers a dynamic program of teaching and research for both students and staff. Through strategic research partnerships, global exchange opportunities, and community engagement, the Faculty builds enduring relationships with universities and organisations across the public, private and community sectors.

ABOUT PROFESSIONAL SERVICES HUB

The Faculty Professional Services Hub within the Faculty of Education and Arts is a collaborative team comprised of professional staff that deliver Faculty-based services.

The hub's purpose is the integration and collaboration of professional services to ensure a seamless experience for all staff and students. By bringing together our people, resources and expertise, the hub streamlines processes and enhances efficiency in service delivery.

As one of six hubs across the university, the Professional Services Hub plays a vital role in delivering integrated services for ACU. It fosters communication and cooperation between different departments and units, facilitating a cohesive approach to meeting the diverse needs of staff and students alike.

ABOUT SCHOOL OPERATIONS

School Operations are teams in critical functional areas that support the operations of the National School of Education, the National School of Arts and Humanities, and including Student Services, Courses Administration, Professional Experience and Community Placement, School Administration, Finance, and Staffing.

POSITION PURPOSE

The Manager, School Operations is responsible for leading the seamless delivery of school services to students and staff across the National School of Education and the National School of Arts and Humanities, fostering a culture of service excellence. Reporting to the Director, Strategy and Operations, the Manager leads teams in critical functional areas including Student Services, Courses Administration, Professional Experience and Community Placement, School Administration, Finance and Staffing.
The Manager works collaboratively with the Faculty of Education and Arts Professional Services Hub leadership team, central University service areas, and professional staff across the Faculty, including within its institutes and centres, to support an integrated and responsive approach to service delivery across the Faculty.

KEY RESPONSIBILITIES

Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- ACU's Vision 2033
- Catholic Identity and Mission
- Code of Conduct for all staff
- ACU Capability Development Framework

- ACU Staff Enterprise Agreement 2022-2025
- ACU Staff Reconciliation Action Plan

The Capability Development Framework describes the core competencies needed in all ACU staff to achieve the university's strategy and supports its mission.

Responsibility	Scope
Lead and manage large and geographically dispersed teams delivering school services across Student Services (including Technical services), Course Administration, Professional Experience and Community Placement, School Administration and Finance & Staffing, ensuring effective and efficient service delivery.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Provide tactical guidance on school operations to the National Head of School of Education, Dean of Arts and Humanities and their Executive teams. Advise on workforce planning, recruitment, resource management, risk identification and mitigation, governance and business process improvement to drive the achievement of strategic priorities.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Assist the National Head of School, National School of Education, and Dean of Arts and Humanities in developing and managing information and reporting systems for business intelligence, strategic planning and decision-making.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Ensure the effectiveness and compliance of School administrative processes and practices with Faculty and University policies and procedures and legislative requirements.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
As a member of the FEA Professional Services Hub leadership team work closely with business partners, staff and relevant senior staff in the Faculty and University directorates to foster efficient workflows, drive continuous improvement and identify opportunities to streamline and enhance business processes through the use of innovative digital tools.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Represent the Schools on committees or working parties, where required, and advocate for School interests to ensure central services continue to meet requirements.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
In collaboration with the Marketing Business Partner, coordinate School involvement in major activities such as Open Day and Orientation to promote course offerings and enhance student experience.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Lead and contribute to projects to streamline and standardise business processes and planning and financial management practices across the Schools and Faculty.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Contribute to the planning and development of the strategic priorities for School Services in alignment with the Faculty and School strategic plans and priorities.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Lead, manage and develop staff to ensure optimal individual and team performance especially in the implementation of new digital tools, to promote learning and development and facilitate career advancement opportunities.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit

HOW THE ROLE OPERATES

The position will have the freedom to implement changes to policies; processes and procedures based on their expertise.
The position is expected to demonstrate critical thinking to make recommendations; to meet changing demands; and provide business aligned solutions.
The position needs to build relationships with staff across the organisation to perform their duties.
The position manages a geographically dispersed team.

SELECTION CRITERIA

Qualifications, skills, knowledge and experience:	• Qualification - Completion of or progress towards postgraduate qualifications in management and/or an administration related discipline and/or an appropriate combination of professional training and relevant work experience. • Experience - Demonstrated experience in a financial, human, knowledge or other resource management, preferably within the higher education or services sector. • Skill - High level critical thinking, analytical and problem-solving skills and the ability to develop innovative solutions. • Skill - Demonstrated ability to adapt an organisational-wide point of view and make informed, evidence-based decisions to achieve high quality outcomes for the organisation and seize opportunities that improve organisational viability. • Skill - Demonstrated ability to deliver a stakeholder centric service by carrying out activities with a stakeholder focus taking personal accountability to achieve high quality outcomes to provide service excellence. • Skill - Demonstrated ability to communicate and work collaboratively with internal and external stakeholders to create positive impact and achieve organisational objectives. • Skill - An ability to coach and develop staff, set clear expectations for performance and encourage others to share skills and knowledge to build a culture of learning and improvement. • Skill - Intermediate skills in Microsoft 365 and a demonstrated ability to utilise technology and software to manage and organise processes and systems to achieve optimum operational efficiency and effectiveness.
Core Competencies:	• Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values. • Display openness and resilience, inspire others to change and act to make change happen with ACU's strategic goals and Mission at the heart of all outcomes. • Communicate with purpose. Gain the support of others for actions that benefit ACU. Negotiate for mutually beneficial outcomes that are aligned with the Mission, Vision and Values of the University. • Plan work activity, prioritise time and resources using established ACU processes and technology to achieve optimum efficiency and effectiveness.

	• Make informed, evidence-based decisions by sourcing and interpreting University and business information.
Essential Attributes:	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.
Working with Children and vulnerable adults check	This role does not require a Working with Children Check.
Pre-employment declaration and background check	Preferred candidates will be required to complete mandatory pre-employment declarations and background checks, including those related to gender-based violence and foreign interference, in line with ACU's compliance requirements.

REPORTING RELATIONSHIPS

For further information about the structure of the University, refer to the Organisation Chart

https://www.acu.edu.au/about-acu/leadership-and-governance/leadership/organisational-structure