

POSITION DESCRIPTION

Position Title	International Student Advisor		
Organisational Unit	The Global Portfolio		
Functional Unit	International Student Advisors		
Nominated Supervisor	Senior International Student Advisor		
Classification	HEW 6		
CDF Level	HEW 6 CDF1	Position Number	10603956
Attendance Type	Full Time	Date reviewed	13-JAN-2026

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement: *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

An ACU education builds on the Catholic understanding of faith and reason working together in pursuit of knowledge and promotion of human dignity and the common good.

An ACU education seeks to transform lives and communities. Students are challenged to look beyond the classroom, solve real-world problems, develop their own search for meaning and cultivate strong professional ethics. They are invited to stand up for people in need and causes that matter.

ACU is open to all. As is common with great Catholic institutions the world over, the university is inclusive and supportive of everyone, every day – regardless of their faith or tradition.

ACU is a young university making a serious impact. Ranked in the top two per cent of universities worldwide and in the top 10 Catholic universities, we're also a leader in employability with 94 per cent of our graduates employed. The university has seven campuses around Australia, a campus in Rome, Italy, and an online campus – ACU Online.

ACU has four faculties, and several research institutes and directorates. We believe our number one asset is our people. It's the character, enthusiasm and dedication of our staff that make this a university like no other. All our staff contribute to the achievement of our goals set out in ACU's Vision 2033 and aim to provide high-quality services with a strong focus on service excellence.

To be agents of change in the world, we all need to see life through the eyes of others. We believe that our role as a university is to inspire and equip people to make a difference – and that means cultivating their ability to act and think empathetically.

The structure to support this complex and national university consists of:

- Vice-Chancellor and President
- Deputy Vice-Chancellor - Catholic Mission
- Provost and Deputy Vice-Chancellor (Academic)
- Deputy Vice-Chancellor (Corporate)

- Deputy Vice-Chancellor (Research and Enterprise)
- Deputy Vice-Chancellor (Education)

ABOUT THE GLOBAL PORTFOLIO

The Global portfolio is responsible for the development and advancing ACU's international strategies and activities. The portfolio drives excellence and impact, to enhance the global reach of the university.

With institutional responsibility for driving the university's Global Strategy and facilitating the university's global engagement activities, the portfolio achieves this through developing international partnerships, driving the recruitment of international students and promoting ACU's international profile. Global has specific responsibility for the recruitment, admission, and ongoing support of international students at ACU in addition to managing global partnership collaboration, international network coordination and inbound and outbound exchange and study abroad programs. Global has also has institutional leadership responsibility for managing and supporting the achievement of the university's global goals, plans and aspirations across the three key institutional activities of teaching, research and engagement.

POSITION PURPOSE

The International Student Adviser (ISA) supports international students throughout their student journey. The ISA Team works closely with the International Student Transition and Orientation staff in the Education Pathways Directorate to enhance the onboarding experience of international students, maximising acceptance to enrolment conversion and contributing to their retention. The ISA is a key contact point for international students requiring assistance or referral to specialist ACU services such as academic skills, counselling and well-being. The ISA team is responsible for Confirmation of Enrolment (CoE) processing for continuing students.

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
Act as nominated contact person for students on campus as required under the Educational Services for Oversea Students (ESOS) Act 2000.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit

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Provide enrolment and transition support through direct student communication, digital, face-to-face consultation and support orientation programs and sessions.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Support commencing students from acceptance through to enrolment and arrival.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Conduct pre-departure briefings and post arrival information sessions.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
In conjunction with other support units develop and facilitate innovative student support and contact programs to support student transition, enrolment and retention.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Provide a triage point to refer students to appropriate university support services as required including in critical incidents situations.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University

HOW THE ROLE OPERATES

The position will need to seek approval from their supervisor before making changes to processes and procedures.
The position is expected to identify and recommend improvements to their supervisor before implementation.
The position needs to build relationships with staff across the organisation to perform their duties.
This position does not have managerial responsibilities.

SELECTION CRITERIA

Qualifications, skills, knowledge and experience:	• Qualification - A bachelor degree in relevant discipline with subsequent relevant experience. • Skill - Demonstrated ability to show initiative and work independently to support students experiencing significant personal issues impacting on their personal and academic lives. • Knowledge - Demonstrated understanding of the legislative and regulatory requirements in the provision of educational services to International students in the Australian higher education sector.
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. • Keep stakeholder interest at the core of ACU business decisions and ACU service excellence as a top priority. • Work collaboratively internally and externally to ACU to capitalise on all available expertise in pursuit of excellence. • Take personal accountability for achieving the highest quality outcomes through understanding the ACU context, self-reflection, and aspiring to and striving for excellence.

	• 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	Evidence of the ability to work with children and/or vulnerable adults, and contribute to and protect their safety and wellbeing. The successful applicant of this position will be required to hold a valid working with children clearance for the State or Territory in which the position is located.

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>

