

POSITION DESCRIPTION

Position Title	Graduations Officer		
Organisational Unit	The Student Administration Directorate		
Functional Unit	Graduations and Protocol		
Nominated Supervisor	National Manager, Graduations & Protocol		
Classification	HEW 6		
CDF Level	HEW 6 CDF1	Position Number	10608543
Attendance Type	Full Time	Date reviewed	22-OCT-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 STUDENT ADMINISTRATION DIRECTORATE

The Student Administration Directorate, led by the Academic Registrar and Director, Student Administration, and headed by the Deputy Vice-Chancellor (Education), consists of three divisions, each led by an Associate Director:

1. Administrative Services – responsible for Tertiary Admission Centre (TAC) Admissions Services; Direct Admissions and Credit Services; Timetabling and Room Bookings; and Examination & Results.
2. Enrolment, Progression, and Completion - responsible for Academic Progress and Fees, Course Completions, Enrolments and Student Records, and Scholarships.
3. Student Systems – responsible of maintaining operations of Student Administration Systems, providing internal operational reporting and government reporting, business analysis, and the management and delivery of Student Administration projects.

In addition, the following areas report directly to the Academic Registrar and Director, Student Administration:

1. Student Policy and Appeals
2. Student Complaints Management
3. Graduation and Protocol
4. AskACU Service Operations (incorporating the AskACU Contact Centre and campus-based AskACU Centres)

The Student Administration Directorate supports the university's academic decision-making processes through academic policy formulation, providing operational support for student and academic-related administrative matters, and deliver process improvement initiatives to improve the student and staff user experience.

ABOUT GRADUATIONS AND PROTOCOL

Graduations and Protocol is a national centralised section responsible for all ACU graduation ceremonies within Australia and offshore. Responsibilities include coordination and organisation of processes and logistics associated with all ACU Graduation ceremonies.

POSITION PURPOSE

The Graduations Officer is responsible for the student and staff registration components and other conferral and ceremonial functions for all ACU Graduation ceremonies within Australia. The annual graduation ceremonies are one of the University's foremost public events therefore the position plays an important role in enhancing the University's image. Graduation ceremonies are typically conducted each year at ACU locations across Australia, and attended by some 6,000 graduands and 14,000 guests.

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
Contribute to Graduation team activities: • Contribute to the yearly operational planning timelines and self-allocate and complete relevant tasks. • Manage the graduation email inbox and respond promptly and accurately to student, graduate and staff enquiries. • Contribute to the annual review, improvement and streamlining of graduation processes, logistics and documentation, sharing information and ideas for improvement with the National Graduations Coordinator and National Manager, Graduations and Protocol.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Undertake a range of logistical activities associated with graduation events including: • Keep internal and external registration and payment systems updated with correct graduate data. • Administer requirements for special cohorts, including deferred, Clemente, Doctoral and Graduate Certificate Higher Education graduates ACU graduates, including ceremony allocation, communications, and fee waivers (as appropriate). • Administer staff registration and prepare ceremony stage seating and academic procession documentation according to Graduation Protocol. • Support the National Graduations Coordinator in liaising with external suppliers regarding graduation ceremony services. • Administer Honorary Doctorate conferral and event arrangements.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University

Responsibility	Scope
• Draft award presentation lists, scripts, briefs and ceremony documentation, and distribute as directed. • Update the Graduation Program, including graduate list and award lists, for each ceremony round. • Administer University-wide awards for graduation, including the University Medals and the Executive Dean's Awards lists. • Support graduation mass activities. • Assist with the transportation arrangements of graduation and ceremonial equipment. • Attend each ACU graduation event, contributing to the event proceedings, including bump-in and set up and event pack-down. • Supervise the graduation helpdesk at events and provide support and advice to attendees. • Manage testamurs and other hardcopy documentation at ceremonies. • Administer records of ceremony attendance prior to and on event days.	
Support the Graduation Coordinator in maintaining and administering a communications schedule for each graduation period, including: • Administer and track P2G (Preparing to Graduate) communications. • Prepare ceremony information materials, including direct communications to graduates. • Update website and registration portal information for each ceremony round. • Provide media images post ceremonies to doctoral students, special awardees and other ceremony participants. • Administer feedback surveys for staff and graduates.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Maintain accurate system information and official documentation, including: • Update and maintain graduation information in the Student Information System (Banner) and via ARGOS reporting. • Administer and maintain graduate information in the ceremony registration portal for each graduation round. • Produce digital graduation documents (testamurs and AHEGS) via My eQuals, including replacements and delayed releases.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University

Responsibility	Scope
• Administer hardcopy testamur production and distribution in conjunction with print contractors, including maintenance of accurate data lists and communication with graduates. • Assist with User Acceptance Testing of systems. • Document, maintain and update local Graduations procedures and processes.	
• Any other duties appropriate to this classification as directed by the Manager, Graduations and Protocol.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit

HOW THE ROLE OPERATES

The position will need to seek approval from their supervisor before making changes to processes and procedures.
The position requires resilience and adaptability to be able to respond to changes in the sector and business landscape and identify areas of improvement.
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 - Completion of a relevant degree; or an equivalent combination of relevant experience and/or education/training. • Skill - Excellent attention to detail and achievement of a high degree of accuracy, with a demonstrated commitment to quality assurance. • Experience - Excellent interpersonal and negotiation skills with the ability to build solid working relationships and work collaboratively both internally and externally to the organisation. • Experience - Demonstrated ability to effectively plan work activity, prioritise time and resources using established processes and technologies to achieve optimum efficiency and effectiveness and achieve required outcomes and meet deadlines in a high-pressure environment. • Skill - High level of computer literacy and sound working knowledge of Microsoft Office and the use of corporate systems, databases and spreadsheets.
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. • 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. • 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	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.
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>

