

## POSITION DESCRIPTION

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|-----------------------------|-------------------------------------|------------------------|-------------|
| <b>Position Title</b>       | Senior Student Systems Lead         |                        |             |
| <b>Organisational Unit</b>  | Student Administration Directorate  |                        |             |
| <b>Functional Unit</b>      | Student Systems                     |                        |             |
| <b>Nominated Supervisor</b> | Associate Director, Student Systems |                        |             |
| <b>Classification</b>       | HEW 9                               |                        |             |
| <b>CDF Level</b>            | CDF1                                | <b>Position Number</b> | 10612182    |
| <b>Attendance Type</b>      | Full Time                           | <b>Date reviewed</b>   | 31-AUG-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 PD\_Senior Student Systems Lead

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 STUDENT SYSTEMS**

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Student Systems is responsible for the maintenance, support and ongoing development of Student Administration systems including Banner, Student Connect, Banner Document Management and Degreeworks. The team is also responsible for managing Student Administration projects, providing internal operational reporting, and reporting of student data to government departments.

Responsibilities include:

- Develop Student Systems roadmaps in collaboration with IT and vendors.
- Subject matter expertise on integration of student administration data with other systems.
- Manage Student Administration projects.
- Provide business analysis to deliver projects and process improvements.
- Ensure the systems support requirements of the university.
- Maintain user security and access.
- Provide user support and training.
- Maintain data integrity and accuracy.
- Provide internal self-service reports and data extracts.
- Report student data to government departments through TCSI and perform annual verification.

## **POSITION PURPOSE**

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The Senior Student Systems Lead provides subject matter expertise pertaining to ACU's Student Management Systems. This involves liaising with and providing advice to, stakeholders, vendors and delivery teams to leverage technology platforms to derive business value. The role also focuses on continuous improvement of processes within Student Systems to mitigate risks and improve quality. This may include refining the quality of data by modifying or automating manual processes, improving the quality of implementation and upgrades, or by changing approaches to testing. The position reports to Associate Director, Student Systems and represents Student Systems and Student Administration on relevant forums internally and externally.

## **KEY RESPONSIBILITIES**

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### **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                                                                                                                  |
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| As the student systems application specialist, review and improve upgrade processes to enable the annual upgrades necessary to ensure currency with Tertiary Collection of Student Information (TCSI) and other compliance requirements. | The position contributes to activities; outcomes and goals; that are implemented and have impact across the University |
| Provide advice and make recommendations to the Associate Director, Student Systems and Project Managers on solution options and implementation approaches.                                                                               | The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit   |
| Contribute to the vision and plans for the Student Systems Roadmap and major investment programs.                                                                                                                                        | The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit   |
| Represent ACU at vendor focus groups and influence the product roadmap by advocating for features required by ACU.                                                                                                                       | The position contributes to activities; outcomes and goals; that are implemented and have impact across the University |
| Drive the delivery of successful business outcomes (as defined in project business cases) by supporting key projects from initiation to handover.                                                                                        | The position contributes to activities; outcomes and goals; that are implemented and have impact across the University |
| Evaluate new feature releases and make recommendations for adoption at ACU.                                                                                                                                                              | The position contributes to activities; outcomes and goals; that are implemented and have impact across the University |
| Scan internal and external initiatives to identify impacts on Student Management Systems (data and process).                                                                                                                             | The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit   |
| Utilise relationships with professionals from other universities and relevant external organisations to seek and synthesise information to inform requirements and possible solutions and gather information regarding best practice.    | The position contributes to activities; outcomes and goals; that are implemented and have impact across the University |

## HOW THE ROLE OPERATES

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| The position manages complex; difficult or challenging matters/issues/tasks on a regular basis; These matters are often impacted by internal/external factors (technical; policies and procedures; industrial; funding; academic). |
| The position is expected to demonstrate critical thinking to make recommendations; to meet changing demands; and provide business aligned solutions.                                                                               |

The position will need to influence and win the support of others to achieve mutually beneficial outcomes.

This position does not have managerial responsibilities.

## SELECTION CRITERIA

|                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Qualifications, skills, knowledge and experience:</b> | <ul style="list-style-type: none"> <li>• Skill - Demonstrate high level analytical skills in order to review emerging trends in the higher education sector.</li> <li>• Skill - Demonstrate high level influencing skills, including an ability to engage, empower, inspire and support change.</li> <li>• Experience - Demonstrated extensive practical experience with student management systems, including management of upgrades and implementation of new functionality.</li> <li>• Qualification - Post graduate qualification and/or significant equivalent/ relevant experience.</li> <li>• Experience - Proven and demonstrated experience in assessing 'current state' and identifying opportunities to utilise technologies to deliver business value.</li> <li>• Experience - Evidence of successfully leading major improvement projects and success in embedding a culture of continuous incremental improvement.</li> </ul> |
| <b>Core Competencies:</b>                                | <ul style="list-style-type: none"> <li>• 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.</li> <li>• Understand the business environment in which ACU operates and adopt a university-wide point of view to seize opportunities and improve commercial viability.</li> <li>• Work collaboratively internally and externally to ACU to capitalise on all available expertise in pursuit of excellence.</li> <li>• Plan work activity, prioritise time and resources using established ACU processes and technology to achieve optimum efficiency and effectiveness.</li> <li>• Make informed, evidence-based decisions by sourcing and interpreting University and business information.</li> </ul>                                                                                                                             |
| <b>Essential Attributes:</b>                             | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Working with Children and vulnerable adults check</b> | This role does not require a Working with Children Check.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Pre-employment declaration and background check</b>   | 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

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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>

