

## POSITION DESCRIPTION

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|-----------------------------|------------------------------------|------------------------|-------------|
| <b>Position Title</b>       | NSW Team Leader, AskACU Centre     |                        |             |
| <b>Organisational Unit</b>  | Student Administration Directorate |                        |             |
| <b>Functional Unit</b>      | Askacu Centre - NSW                |                        |             |
| <b>Nominated Supervisor</b> | Coordinator, AskACU Centres        |                        |             |
| <b>Classification</b>       | HEW 6                              |                        |             |
| <b>CDF Level</b>            | CDF1                               | <b>Position Number</b> | 10608519    |
| <b>Attendance Type</b>      | Full Time                          | <b>Date reviewed</b>   | 21-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\_NSW Team Leader, AskACU Centre

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 ASKACU SERVICE OPERATIONS

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AskACU Service Operations is a centralised national section responsible for managing the provision of excellent client services through face-to-face delivery and referral to the expert teams. The team ensures students and staff receive a positive customer service experience on campus by resolving issues, providing relevant services and supporting high level enquiry management.

## POSITION PURPOSE

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The AskACU Team Leader provides operational leadership for campus-based client services, ensuring students and staff receive a high-quality, responsive and consistent service experience. The role oversees face-to-face client support, referral to specialist Contact Centre teams and promotion of self-service options, while supporting effective resolution of complex enquiries. It also leads the day-to-day supervision, development and mentoring of AskACU Centre Service Officers and AskACU Service Assistants and contributes to workforce planning through the recruitment and onboarding of casual staff.

## 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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| <p>Works in consultation with the National Manager, AskACU Service Operations to manage, coordinate and conduct all functions relevant to AskACU Centre responsibilities to ensure a consistent and appropriate level of service delivery.</p> <p>Including:</p> <ul style="list-style-type: none"> <li>• Liaison and collaboration with other Team Leaders</li> <li>• Contribution to national Knowledge bases</li> <li>• Demand-driven rostering</li> <li>• Continuous improvement of procedures, processes and service delivery.</li> </ul> | <p>The position mainly contributes to activities; outcomes and goals within their immediate team or work unit</p>             |
| <p>Oversees provision of 'tier-one' service delivery to students and staff relevant to Student Administration and general Faculty/School and University matters to ensure clients and stakeholders are supported and provided with accurate advice and information relevant to all their transactions with the University.</p>                                                                                                                                                                                                                 | <p>The position contributes to activities; outcomes and goals; that are implemented and have impact across the University</p> |
| <p>Under guidance from the National Manager, the Team Leader supports group recruitment activities to employ a pool of staff (mainly from the Student Jobs on Campus Program) on a casual, part-time basis, known as AskACU Service Assistants.</p>                                                                                                                                                                                                                                                                                            | <p>The position mainly contributes to activities; outcomes and goals within their immediate team or work unit</p>             |
| <p>Manages the day-to-day activities of AskACU Centre Service Officers and AskACU Service Assistants, including supervision, monitoring, guidance, performance management and professional development to ensure provision of consistent, high-level service delivery.</p>                                                                                                                                                                                                                                                                     | <p>The position mainly contributes to activities; outcomes and goals within their immediate team or work unit</p>             |
| <p>Works closely with the National Manager, AskACU Service Operations to develop, monitor and amend rosters to ensure appropriate staff coverage at all times of the year.</p>                                                                                                                                                                                                                                                                                                                                                                 | <p>The position mainly contributes to activities; outcomes and goals within their immediate team or work unit</p>             |
| <p>Liaises with Student Administration, Faculties, Schools and other organisational units within the University to gather data and contribute to the establishment and ongoing development of complex knowledge bases that inform the work of the AskACU service model.</p>                                                                                                                                                                                                                                                                    | <p>The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit</p>   |
| <p>Works within the Contact Centre (remotely) to support enquiry management demand, as required.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p>The position mainly contributes to activities; outcomes and goals within their immediate team or work unit</p>             |
| <p>Supports or represent Student Administration at relevant committees/working parties (particularly on smaller campuses).</p>                                                                                                                                                                                                                                                                                                                                                                                                                 | <p>The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit</p>   |

## HOW THE ROLE OPERATES

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| <p>The position will need to seek approval from their supervisor before making changes to processes and procedures.</p> |
| <p>The position is expected to identify and recommend improvements to their supervisor before implementation.</p>       |
| <p>The position needs to build relationships with staff across the organisation to perform their duties.</p>            |

The position manages a geographically dispersed team.

## SELECTION CRITERIA

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|----------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Qualifications, skills, knowledge and experience:</b> | <ul style="list-style-type: none"> <li>• Qualification - Completion of a relevant tertiary qualification. Substantial relevant professional experience is preferred but not essential.</li> <li>• Skill - Demonstrated excellent client service skills and the ability to promote a strong service culture within a team, including diplomacy and sound judgment to deal with matters in a confidential and sensitive manner</li> <li>• Skill - Proven interpersonal and verbal communication skills, in particular an ability to demonstrate active listening skills and to display appropriate levels of empathy</li> <li>• Skill - Strong planning, organisational, and time management skills</li> <li>• Experience - Extensive practical experience with the use of information technology, in particular word processing, student databases, Enquiry Management Systems (EMS), and/or a proven ability to quickly acquire these skills</li> <li>• Skill - Highly developed analytical and problem solving skills with the ability to work innovatively and appropriately manage difficult issues/situations to resolution</li> <li>• Skill - Highly developed written and verbal communication skills</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>• Keep stakeholder interest at the core of ACU business decisions and ACU service excellence as a top priority.</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>

