

POSITION DESCRIPTION

Position Title	National Team Leader (Courses Administration)		
Organisational Unit	Faculty of Education and Arts		
Functional Unit	School Operations		
Nominated Supervisor	Manager, School Operations		
Classification	HEW 7		
CDF Level	CDF2L	Position Number	10609121
Attendance Type	Full Time	Date reviewed	20-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 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.

POSITION PURPOSE

The National Team Leader (Courses Administration) is responsible in liaison with the Manager, School Operations for providing leadership and direction for the Course Administration team, nationally. This role will work closely with a range of internal and external stakeholders including the Professional Services National Team Leaders, Professional Services Hub (PSH), National, State and Deputy Heads on campus, Student Administration directorate and Centre for Education and Innovation to support the National School of Education (NSE) in implementing and maintaining robust course governance and course administration processes.

The Course Administration team in the National School of Education is responsible for the following areas of work:

- Student matters such as Student Waivers, Academic Honesty, Student Appeals, Course Completion and Student Results.
- Accreditation and course/unit moderation process.
- Postgraduate cohort arrangements including supporting renewal of Memorandums of Understanding (MoUs) and Fee sponsorship agreements.
- Supporting alternative pathway programs/cohorts in liaison with Student Services.
- Supporting the Admissions process for ITE programs in liaison with Faculty Office and Admissions Directorate.
- Supporting the GTPA and LANTITE process.

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
Providing leadership and direction for the provision of high quality and consistent course administration nationally across the Faculty, including: - Setting up national processes to support course administration. This involves working with the School Executive, student services team, and Faculty Office, to develop necessary streamlined processes. - Continuous process improvement by adopting best practices to improve the quality and efficiency of services provided to students, staff, and various stakeholders. - Use of SharePoint workflows and automation to enable effective and efficient processes to provide student centric services.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Lead and manage the unit to support best possible individual and team performance, promote staff growth and development and maintain optimum operational capacity and effectivity.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Ensure the provision of high quality, consistent and timely service so that student matters such as academic progress and student appeals are progressed within the University's stipulated timelines.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Provide leadership and direction for the management of postgraduate cohorts and implementation of partnership agreements.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Work with the PSH and the National School Executive in ensuring efficient processes and procedures are in place to support course governance and accreditation.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Provide direction for the Admission and LANTITE process into ITE courses as well as alternate entry programs for NSE, including running of reports and coordination of ITE assessment process.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Generate and analyse data drawn from various sources to produce a range of reports on student experience and recommend evidence-based strategies to the School Operations Manager and or School Executive.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Undertakes special projects, where required, under short timeframes as directed by the School Operations Manager and or National Head.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
In conjunction with the School Operations Manager and National School Executive, contribute to the development and implementation of strategic priorities for the national	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit

Responsibility	Scope
professional services teams in association with the Faculty's and National School's strategic strategies and plans.	
Providing NSE Professional Hub staff on the Queensland campus leadership and direction including; onboarding of new staff, support well-being and a point of escalation for local campus issues and manage a diverse team of staff across various jurisdictions to achieve a high performing team with the capability to deliver consistent and excellent service for the National School of Education.	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 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.
The position manages a geographically dispersed team.

SELECTION CRITERIA

Qualifications, skills, knowledge and experience:	• Qualification - Relevant tertiary qualification and/or an appropriate combination of professional training and relevant work experience, such as within a tertiary education. • Knowledge - Understanding of tertiary business environment and how the role contributes to core business, and ability to seize opportunities to achieve organisational objectives. • Skill - Demonstrated ability to deliver a stakeholder centric service and take personal accountability to achieve high quality outcomes to provide service excellence. • Skill - Demonstrated ability to communicate effectively with students and staff at all levels, including stakeholders external to the organisation. • Skill - Demonstrated ability to manage and organise processes and systems to maximise work efficiencies and work effectiveness. • Experience - A commitment to continuous improvement including the ability to make informed decisions, seek feedback and conduct reviews to achieve high quality outcomes that align with best practice. • Knowledge - Demonstrated capacity to provide high level advice on matters relating to course administration to senior staff within the Faculty of Education and Arts • Skill - Demonstrated capacity to work collaboratively with the National Head and Deputy National Head (Learning and Teaching), State/Deputy Heads, Heads of Discipline to maintain core service delivery for staff and students in relation to course administration matters.
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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. • 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.
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>

