

POSITION DESCRIPTION

Position Title	Connect2Uni Program Advisor		
Organisational Unit	Student Experience Directorate		
Functional Unit	Transition		
Nominated Supervisor	Transition Program Manager		
Classification	HEW 6		
CDF Level	CDF1	Position Number	10610236
Attendance Type	Part Time	Date reviewed	03-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 EXPERIENCE DIRECTORATE

The Student Experience Directorate delivers a world-class student experience by creating engaging environments in which students form strong connections with their peers and develop a deep sense of belonging to the vibrant ACU community. The Directorate is aligned to the student journey from an academic, support services and a social perspective, integrating the contact points between the student and the university services, programs and activities students can access throughout their study.

The Student Experience Directorate promotes student engagement in university life, provides opportunities for sport and leadership development, and enables students to develop graduate attributes making them career-

PD_Connect2Uni Program Advisor

ready professionals. The Directorate provides resources for individual cohorts – for example, international students, and elite athletes and performers – and collaborates with other business units such as Campus Ministry and First Peoples, to enable an holistic approach to the student experience at ACU. The Directorate supports ACU's national and campus-based student associations, and student clubs and societies. The Directorate also delivers university-wide initiatives to comply with regulatory and statutory requirements including Student Safety, and Safeguarding Children and Vulnerable Adults. Student experience work units include the Careers and Employability Service, Student Welfare and Counselling, Access and Disability, Safeguarding and Student Safety, Student Accommodation, Sport including the Elite Athlete and Performer Program and ACU Active, Medical Centres, Student Life, Transition, and the Student Advocacy Service. These services support students to achieve their academic and personal goals, and to thrive during their time at ACU and beyond.

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POSITION PURPOSE

The Connect2Uni (C2U) Program Advisor, is responsible for the successful delivery of the Connect2Uni Program; a year-long program aimed at enabling commencing students to manage their social and academic transition to university. The position is responsible for supporting the Transition Program Manager in successfully planning and implementing all transition activities across ACU campuses. The Connect2Uni Program Advisor is also responsible for administration and delivery of the online and on-campus components of various C2U interventions, including monitoring students' progress throughout the academic year and providing appropriate support, advice and/or referral to improve student retention and success. The position also leads, coaches and supports a team of campus-based student mentors, who provide peer to peer support to commencing 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
Demonstrate success leading the delivery of programs and events to enhance student experience. Promote and implement Connect2Uni interventions to increase the access, participation, retention and success of students transitioning to university, including students from regional and remote areas.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Administer successful implementation of Connect2Uni student mentoring program. Lead and mentor a group of student mentors designated to provide peer to peer support to commencing students.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Solve day-to-day practical problems, to ensure smooth running of the programs and ensure high levels of student satisfaction, escalating more complex matters to the Transition Program Manager for resolution.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Collaborate and liaise with other relevant support services and units/organisations to deliver holistic support for at risk students.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Assist the Transition Program Manager with development and maintenance of marketing and publications for ACU transition programs, including website content, electronic communications and all print materials, in line with the Student Communication Strategy.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Assist Transition Program Manager in continuous business process improvement initiatives by actively communicating feedback, participate in on-going process reviews and ensure timely reporting.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Monitor the campus budget expenditure to ensure events and activities are completed within the allocated budget.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Provide an support to students at risk of attrition. This includes identifying student needs and providing relevant and timely advice/referrals to individual students to resolve their issues.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Engage with students considering withdrawing, provide support and direction to the students in a timely manner to improve retention outcomes.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Ensure all activities are held in accordance with university standards and policies. Report workplace incidents and hazards	The position contributes to activities; outcomes and goals; that are

Responsibility	Scope
and/or implement immediate action for identified hazards if able to do so.	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 solves problems that tend to be repetitive/cyclical on a regular basis.
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 - Relevant tertiary qualifications preferably in Education, Social Work, Psychology or Social Sciences and/or demonstrated experience in facilitating student programs in a higher education setting. • Skill - Demonstrated strong organisational skills with the ability to prioritise tasks and resources to achieve required outcomes and meet the specified deadlines. • Skill - Demonstrated capacity for interpersonal understanding including active listening in order to provide useful advice and negotiate constructive outcomes. • Skill - Highly developed verbal and written communication skills with demonstrated ability to write clear and concise reports. • Experience - Demonstrated experience coordinating programs, events or engagement initiatives, including stakeholder liaison, event logistics, budget monitoring and the delivery of high-quality outcomes within established timeframes. • Experience - Demonstrated experience supporting student mentors, volunteers or peer leaders, including training, guidance and program administration.
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. • 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. • Coach and develop self and others through setting clear expectations, managing performance and developing required capabilities to establish a culture of learning and improvement. • 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	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>

