

POSITION DESCRIPTION

Position Title	Indigenous Student Success Officer		
Organisational Unit	First Peoples Directorate		
Functional Unit	Dhara Daramoolen IHEU – Canberra campus		
Nominated Supervisor	Director, First Peoples		
Classification	HEW 7		
CDF Level	CDF1	Position Number	10613429
Attendance Type	Full Time	Date reviewed	22-MAY-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 FIRST PEOPLES DIRECTORATE

The university recognises the unique identity of Aboriginal and Torres Strait Islander peoples as the first peoples in this land.

This position provides leadership and advice to the University in implementing its Aboriginal and Torres Strait Islander Education and Employment objectives and in moving to reconciliation.

The First Peoples Directorate, incorporating Indigenous Higher Education Units, is responsible for Aboriginal and Torres Strait Islander education outcomes, to provide leadership in:

- Facilitating success of current Aboriginal and Torres Strait Islander students.
- Engagement with prospective Aboriginal and Torres Strait Islander students.

- Building sustainable partnerships with Aboriginal and Torres Strait Islander communities.
- Supporting cultural competency across ACU.
- Supporting the embedding of First Peoples' perspectives in curriculum and research.
- Enabling culturally safe environments to enhance the belonging of Aboriginal and Torres Strait Islander peoples.

The First Peoples Directorate focuses exclusively on First Peoples strategic leadership aligned with current higher education sector practices.

This focus includes the progress the implementation of the ACU Aboriginal and Torres Strait Islander plan 'Towards 2033'. This plan supports ACU's strategic 'Vision 2033', which underpins the university's commitment to improving educational outcomes for Aboriginal and Torres Strait Islander people.

POSITION PURPOSE

The purpose of this position is to enable success for undergraduate and postgraduate Aboriginal and Torres Strait Islander students at ACU. This is achieved through the provision of a range of effective cultural, academic and personal support services to Aboriginal and Torres Strait Islander students. This role is pivotal in enabling success of Aboriginal and Torres Strait Islander students in higher education.

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
Initiate regular contact with all Aboriginal and Torres Strait Islander students at undergraduate and postgraduate level to identify individual support needs, increase awareness of the role and services of the IHEU, encourage students to access the University's support services and promote Scholarship and enrichment opportunities.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Work across multiple campuses to support and influence effective communication with faculty and directorate staff to facilitate sensitive and seamless student admission process, student orientation, participation, engagement, progression and student pathways.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Deliver student workshops to build student confidence and skills, this includes how to apply for scholarship and other leadership opportunities.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit

Responsibility	Scope
With the Office of the Director coordinate the Unit's Study Assistance program by determining tuition required, matching student with appropriate tutors and monitoring efficacy of tutoring and academic progress of students.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Build outreach capacity to Aboriginal and Torres Strait Islander communities and strengthen relationships with schools and community organisations, to increase awareness, inform aspirations and increase access to higher education.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Work solely and in partnership with Future Students and Equity Pathways to actively promote ACU at Indigenous specific career and employment expos and community events.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Resolve enquiries from Aboriginal and Torres Strait Islander students and staff of the University in relation to Aboriginal and Torres Strait Islander student issues.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Working with the Coordinator IHEU, address complex policy, procedural or financial issues and if required refer to the Office of Director for determination. Understand the purpose and application of ACU policies and procedures to actively manage risk in the best interests of ACU.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Contribute to the planning of initiatives within the IHEUs, the First Peoples Directorate team and campus activities that further enhance student success and achieves the strategic goals of the Portfolio and ACU.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Evaluate and report outcomes on student engagement and activities to the Director of First Peoples. Complete other duties, as required.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational 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 seeks and creates business opportunities for the organisation by liaising with a range of external stakeholders.
This position does not have managerial responsibilities.

SELECTION CRITERIA

Qualifications, skills, knowledge and experience:	<ul style="list-style-type: none"> • Experience - Demonstrated ability to engage effectively and work collaboratively with Aboriginal and/or Torres Strait Islander peoples and communities, building respectful, culturally safe relationships that support positive outcomes. • Qualification - A relevant degree preferably in Education or Communication, with relevant experience or an equivalent combination of relevant experience and/or education/training. • Experience - Proven ability to communicate effectively and
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	<p>provide high quality and appropriate support for Aboriginal and Torres Strait Islander peoples.</p> <ul style="list-style-type: none"> • Experience - Proven ability to contribute positively and work effectively both independently and within a small team to meet deadlines, maintain confidentiality and establish work priorities. • Skill - Proven ability to work as part of a team and independently, setting priorities and managing time effectively to complete multiple simultaneous and complex tasks while working across multiple locations. • Skill - Proven well-developed interpersonal and relationship management skills with the ability to interact with University staff across all levels and with external stakeholders. • Skill - Demonstrated administrative, organisational skills, problem solving and decision-making abilities.
Core Competencies:	<ul style="list-style-type: none"> • 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. • 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.
Essential Attributes:	<p>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.</p>
Working with Children and vulnerable adults check	<p>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.</p>
Pre-employment declaration and background check	<p>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.</p>

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>

