

POSITION DESCRIPTION

Position Title	Administrative Officer, Course Plan Configuration		
Organisational Unit	Student Administration Directorate		
Functional Unit	Enrolments and Student Records		
Nominated Supervisor	Coordinator, Enrolments and Course Plan Configuration		
Classification	HEW 6		
CDF Level	CDF1	Position Number	10612380
Attendance Type	Full Time	Date reviewed	05-FEB-2026

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement: *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

An ACU education builds on the Catholic understanding of faith and reason working together in pursuit of knowledge and promotion of human dignity and the common good.

An ACU education seeks to transform lives and communities. Students are challenged to look beyond the classroom, solve real-world problems, develop their own search for meaning and cultivate strong professional ethics. They are invited to stand up for people in need and causes that matter.

ACU is open to all. As is common with great Catholic institutions the world over, the university is inclusive and supportive of everyone, every day – regardless of their faith or tradition.

ACU is a young university making a serious impact. Ranked in the top two per cent of universities worldwide and in the top 10 Catholic universities, we're also a leader in employability with 94 per cent of our graduates employed. The university has seven campuses around Australia, a campus in Rome, Italy, and an online campus – ACU Online.

ACU has four faculties, and several research institutes and directorates. We believe our number one asset is our people. It's the character, enthusiasm and dedication of our staff that make this a university like no other. All our staff contribute to the achievement of our goals set out in ACU's Vision 2033 and aim to provide high-quality services with a strong focus on service excellence.

To be agents of change in the world, we all need to see life through the eyes of others. We believe that our role as a university is to inspire and equip people to make a difference – and that means cultivating their ability to act and think empathetically.

The structure to support this complex and national university consists of:

- Vice-Chancellor and President
- Deputy Vice-Chancellor - Catholic Mission
- Provost and Deputy Vice-Chancellor (Academic)
- Deputy Vice-Chancellor (Corporate)
- Deputy Vice-Chancellor (Research and Enterprise)
- Deputy Vice-Chancellor (Education)

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 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 ENROLMENTS AND STUDENT RECORDS

This unit is responsible for all coursework student enrolments and the integrity of the associated student records. The team focus on the quality of the data and processes across the student lifecycle from enrolment to course completion. Additionally, the team undertake administrative processes aligned with downstream functions including credit, transfers, course completion and preparation for graduation.

POSITION PURPOSE

The Administrative Officer, Course Plan Configuration a strong knowledge of course structures and rules based on curriculum artefacts as they are the primary subject matter expert (SME) for translating these rules into accurate course rule code and configuration.

Other key responsibilities and requirements include: operate within established timelines; produce and analyse system reports to identify and resolve course rule code and/or individual student enrolment issues; develop strong working relationships with schools to provide advice regarding system functionality and/or impact on future course proposals; and provide training for staff.

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
<p>Curriculum Rule Coding, Configuration and Maintenance</p> <p>Analyse academic course rules and translate them into proprietary system code to create and maintain course plan rules.</p> <p>Review current course curriculum artefacts to design and build student enrolment templates.</p> <p>Undertake rigorous testing of course rules and student enrolment templates against student enrolment data audit outputs to determine coding errors and/or enrolment data issues.</p> <p>Undertake the assignment of Student Enrolment Plans (bulk or individual), work with faculties to determine the appropriate exception and substitutions to be processed against individual records, provide training and authoritative advice to staff regarding CourseTrack functionality.</p>	<p>The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit</p>

Responsibility	Scope
<p>Business Improvement and System Enhancements</p> <p>Contribute to the development of business process and system review mechanisms to continually improve the quality and efficiency of deliverables.</p> <p>Make recommendations for business process changes and system enhancements to improve efficiency of operations and maximise system functionality.</p>	<p>The position contributes to activities; outcomes and goals; that are implemented and have impact across the University</p>
<p>Data and Reports</p> <p>Contribute to the development of a range of reports needed to: validate course builds, identify potential course rule coding errors, undertake ongoing monitoring of student course and enrolment activities, and undertake course completion quality assurance checks.</p> <p>Analyse data from these reports to identify patterns of coding or enrolment issues and to help inform recommendations for business process changes.</p>	<p>The position contributes to activities; outcomes and goals; that are implemented and have impact across the University</p>
<p>Communication, Relationships and Training</p> <p>Liaise with faculties to review course rules and accuracy of Degree Works configuration.</p> <p>Undertake ongoing monitoring of student enrolment errors and provide advice and instructions to faculties of recommended individual student enrolment corrections.</p> <p>Liaise within Student Administration to discuss patterns of enrolment errors, understand business processes and recommend changes to business processes and/or system enhancements to ameliorate future errors.</p> <p>Contribute to the development and delivery of training for all users</p>	<p>The position contributes to activities; outcomes and goals; that are implemented and have impact across the University</p>
<p>Undertake any other duties that are commensurate with the general skills required for this position and its level of remuneration.</p>	<p>The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit</p>

HOW THE ROLE OPERATES

<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>
<p>This position does not have managerial responsibilities.</p>

SELECTION CRITERIA

Qualifications, skills, knowledge and experience:	<ul style="list-style-type: none"> • Qualification - Completion of a relevant degree, or an equivalent combination of relevant experience and education/training. • Skill - Highly organised with an ability to plan, prioritise and deliver high levels of service to diverse stakeholders with competing deadlines and priorities • Skill - Take personal accountability for achieving the highest quality outcomes through understanding the ACU context, self-reflection, and aspiring to and striving for excellence. • Experience - Competent and credible in providing advice and information to, and negotiating with, internal and external stakeholders. • Knowledge - Make informed, evidence-based decisions by sourcing and interpreting University and business information. • 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. • Experience - Demonstrated ability to solve complex problems and develop and interpret policies.
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. • Work collaboratively internally and externally to ACU to capitalise on all available expertise in pursuit of excellence. • 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>This role does not require a Working with Children Check.</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>

