

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	10-SEP-2024

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
- Provost and Deputy Vice-Chancellor (Academic)
- Chief Operating Officer and Deputy Vice-Chancellor
- Deputy Vice-Chancellor (Research and Enterprise)

- Deputy Vice-Chancellor (Education)
- Vice President and Director (Mission and Identity).

ABOUT THE STUDENT ADMINISTRATION DIRECTORATE

The Student Administration Directorate, led by the Academic Registrar and Director, Student Administration, and headed by the Chief Operating Officer, 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 SCHOLARSHIPS

This unit is responsible for all coursework student enrolments and the integrity of the associated student records. The new structure allows them to focus on the quality of the data and ensure that any anomalies are corrected as soon as possible. In particular, they are responsible for ensuring course transfers are properly implemented in time for course completion and associated graduation.

POSITION PURPOSE

The Administrative Officer, Course Plan Configuration is responsible for the creation and ongoing maintenance of accurate course rules configuration and student enrolment plan templates. The role requires the development of a deep knowledge of course structures and rules and translating them into appropriate system configuration, building student enrolment plan templates based on current curriculum artefacts and undertaking rigorous testing against student records.

The role will be responsible for liaison with other relevant departments across student administration and schools to determine appropriate actions to correct any identified enrolment issues. This will also include recommending business process changes to improve future course structures and templates. The incumbent will be considered a primary subject matter expert (SME) in the translation of course rules system configuration.

The key responsibilities and requirements of the role will require the position to operate within established timelines, produce system reports to identify and resolve enrolment issues, develop strong working relationships with schools to investigate and resolve course and individual students issues, provide training for staff, bulk assign student enrolment plan structures and templates, processing of exceptions and substitutions as directed by schools, and provision of authoritative advice regarding system functionality.

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>Course Rules Configuration and Maintenance Analyse academic course rules and translate them into appropriate system configuration to create and maintain Degree Works course plan rules. Review current course curriculum artefacts to design and build student enrolment templates. Undertake rigorous testing of course rules and student enrolment templates against student enrolment data to determine scribing 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 Degree Works functionality.</p>	<p>The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit</p>
<p>Business Improvement and System Enhancements Contribute to the development of business process and system review mechanisms to continually improve the quality and efficiency of deliverables. 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 Contribute to the development of a range of reports needed to: validate course builds, identify potential course rule scribing errors, undertake ongoing monitoring of student course and enrolment activities, and undertake course completion quality assurance checks. Analyse data from these reports to identify</p>	<p>The position contributes to activities; outcomes and goals; that are implemented and have impact across the University</p>

Responsibility	Scope
<p>patterns of scribing or enrolment issues and to help inform recommendations for business process changes.</p>	
<p>Communication, Relationships and Training Liaise with faculties to review course rules and accuracy of Degree Works configuration. 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>

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

<p>Qualifications, skills, knowledge and experience:</p>	<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.
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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:	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.

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>

