

POSITION DESCRIPTION

Position Title	AskACU Centre Service Officer		
Organisational Unit	Student Administration Directorate		
Functional Unit	AskACU Centre - NSW		
Nominated Supervisor	Coordinator, AskACU Centres		
Classification	HEW 5		
CDF Level	CDF1	Position Number	10610392
Attendance Type	Full Time	Date reviewed	23-AUG-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 ASKACU SERVICE OPERATIONS

AskACU Service Operations is a centralised national section responsible for managing the provision of excellent client services through face-to-face delivery and referral to the expert teams. The team ensures students and staff receive a positive customer service experience on campus by resolving issues, providing relevant services and supporting high level enquiry management.

POSITION PURPOSE

Working as part of a national team, the AskACU Service Officer provides quality customer service support to current and prospective students and staff on a range of topics. Working in the AskACU Centre, the AskACU Service Officer (AskACU Centre) responds to enquiries by face-to-face, email, phone, live chat, SMS and other enquiry-types as appropriate. The position-holder is responsible for case-management of enquiries and being the first point of call for the ACU Community. This position ensures students and staff receive a positive customer service experience on campus by resolving issues, providing relevant services and supporting high level enquiry management.

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>Customer Service</p> <p>Provide specialist service delivery to Current, prospective and past students, staff and external clients on all Student Administration and general Faculty/School/University matters. Provide directional advice around campus locations.</p> <p>Ensure clients and stakeholders are supported and provided with accurate and timely advice and information relevant to all their transactions with the University.</p> <p>Contributes to the national and local operations of the AskACU Service team through proactive and positive interactions and cross functional assistance as required.</p>	<p>The position mainly contributes to activities; outcomes and goals within their immediate team or work unit</p>
<p>Specialist support</p> <p>Interprets and applies an extensive knowledge and understanding of a broad range of University/external agencies (e.g. TACs/Government) procedures, policies, rules, regulations, legislation and entitlements to ensure clients and stakeholders understand and adhere to these requirements.</p>	<p>The position contributes to activities; outcomes and goals; that are implemented and have impact across the University</p>
<p>Knowledge and use of systems</p> <p>Efficiently uses the Banner student system to provide a range of services and advice relevant to the student life cycle, to current and past students and applicants.</p> <p>Updates student details/records in the Banner student system to safeguard data currency.</p> <p>Effectively operates and utilises electronic and administrative systems e.g. ServiceNow, ipSCAPE, for the management of interactions and the provision of expert advice and assistance to ensure efficiency and accurately recorded records to inform decision making and the ongoing successful operation of the AskACU Centre.</p>	<p>The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit</p>
<p>Contribute to knowledge and quality assurance</p> <p>Liaises with Faculties, Schools and other organisational units within the University to gather data and contribute to the</p>	<p>The position contributes to activities; outcomes and goals; that are</p>

Responsibility	Scope
establishment and ongoing development of complex knowledge bases that inform the work of the AskACU and self-service options for current, past and prospective students and staff.	implemented and have impact across the University

HOW THE ROLE OPERATES

The position will need to follow clear established procedures and is not required to review and suggest changes to current processes
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:	<ul style="list-style-type: none"> • Experience - Completion of a tertiary degree or an equivalent level of knowledge gained through any combination of education, training and/or experience. • Skill - Demonstrated written communication skills, including excellent spelling, grammar and an ability to communicate a message, information and advice with clarity and ease. • Skill - Proven capacity to work effectively in a high-pressure environment, manage a number of competing demands, meet quotas and deadlines and ensure attention to detail. • Experience - Sound practical experience with the use of information technology, in particular word processing, student databases, Enquiry Management Systems (EMS), Customer Relationship Management (CRM) software and telephony systems, and/or a proven ability to quickly acquire these skills. • Skill - Well-developed analytical and problem-solving skills, and the ability to appropriately manage difficult issues to resolution.
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. • Plan work activity, prioritise time and resources using established ACU processes and technology to achieve optimum efficiency and effectiveness. • Make informed, evidence-based decisions by sourcing and interpreting University and business information.
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.
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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>

