POSITION DESCRIPTION

Position Title	Data Analyst, Online Learning
Organisational Unit	Centre for Education and Innovation
Functional Unit	Quality Assurance
Nominated Supervisor	Quality Assurance Manager
Classification	HEW 8
CDF Level	CDF1	**Position Number**	10609828
Attendance Type	Full Time	**Date reviewed**	27-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 CENTRE FOR EDUCATION AND INNOVATION

Comprising of academic and professional staff, the Centre for Education and Innovation (CEI) is an integral link between ACU's directorates, schools, and faculties, providing a centralised support service for all learning and teaching processes and resources. The CEI oversees the implementation of university wide initiatives in all learning and teaching matters, including all learning and teaching policies and technologies. The CEI is also responsible for developing and implementing the ACU Online pedagogy and delivery and monitoring its performance at the course and unit level as well as implanting ACU Thrive, the universities commencing student signature pedagogy which requires direct links with all portfolios of the university. CEI also implements and manages the ACU Higher Education Learning and Teaching Academy (HELTA) which is both an externally and internally professional learning institute for learning and teaching at ACU.

The Centre's key priority is to enable high-quality student learning experiences by providing services and strategic direction in relation to:
- Initiate, deliver, monitor and evaluate all pedagogies
- Learning experience design and learning technologies
- Student engagement and success
- Quality assurance and academic integrity
- Academic skills development in students
- Academic development, with emphasis on curriculum and professional learning.
- Educational Analytics
- ACU Studios
- ACU Online
- HELTA (Higher Education Learning and Teaching Academy)
- ACU Thrive
- ACU Learning and Teaching Projects and Government Grants

POSITION PURPOSE

The Data Analyst, Online Learning provides insights into online student behaviour driven by analysis of internal and external data for the online course offerings at ACU.
The incumbent will translate analytical findings into practical intervention strategies to enhance the experience and success of online students. The incumbent will ensure that insights derived from analysis are put into practical use. This will require working closely with internal stakeholders, translating findings from analysis for non-technical audiences, demonstrating passion for both data and the student experience.
The incumbent will work closely with the wider Centre for Education & Innovation team, to provide the data and insights that drive our continual improvement cycle. This role will influence operations across the organisation to drive quality student experience, improve retention and establish an evaluation plan for our ACU Online offerings.

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
Lead improvements to student retention practices using statistical analysis techniques including exploratory analysis, segmentation, text analysis and predictive modelling.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Provide detailed insights into aspects of student behaviour around retention initiatives, support services, learning resources, technologies and teaching delivery for Higher Education students, short course and micro-credentials participants.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Provide guidance and support to internal stakeholders to determine and meet analytics needs of ACU relating to student retention.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Pro-actively identify opportunities for new or improved online education initiatives through insights derived from analysis.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Provide supporting evidence for retention initiatives that can be scalable and cost effective.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Present results of analysis to internal stakeholders in an easy to interpret way using different data visualisation techniques.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Monitor and evaluate the impact of implemented analytics solutions to drive constant improvement and inform the next iteration of statistical analysis.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Assist with the development and improvement of data that is available for analysis, working collaboratively with other analytical and reporting staff.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Work with key university stakeholders to inform the design and construction (if applicable) of the analytical data warehouse to meet current and potential future business needs	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University

HOW THE ROLE OPERATES

The position will have the freedom to implement changes to policies; processes and procedures based on their expertise.
The position is expected to demonstrate critical thinking to make recommendations; to meet changing demands; and provide business aligned solutions.
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 - Tertiary qualification in statistics, analytics, mathematics, computer science or related discipline. • Experience - Extensive relevant experience in a professional services, corporate environment or higher education in an analytics role. • Skill - Expert data analysis and statistical analysis in SAS, R, Python or similar. • Skill - Ability to access data stored in databases and other locations and interrogate it efficiently, SQL skills essential. • Skill - Strong numeracy, writing and presentation skills, including the ability to communicate with a wide range of stakeholders and articulate technical issues to non-technical audiences. • Skill - High attention to detail and the ability to present information at a strategic level. • Skill - Ability to deliver high quality results within required timeframes. • Knowledge - Awareness of industry and higher education trends
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. • 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