

POSITION DESCRIPTION

Position Title	Project Manager, Student Administration Projects		
Organisational Unit	Student Administration Directorate		
Functional Unit	Student Systems Projects		
Nominated Supervisor	Senior Program Manager		
Classification	HEW 9		
CDF Level	CDF2L	Position Number	10610345
Attendance Type	Full Time	Date reviewed	01-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:

- Administrative Services – responsible for Tertiary Admission Centre (TAC) Admissions Services; Direct Admissions and Credit Services; Timetabling and Room Bookings; and Examination & Results.
- Enrolment, Progression, and Completion - responsible for Academic Progress and Fees, Course Completions, Enrolments and Student Records, and Scholarships.
- 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:

- Student Policy and Appeals
- Student Complaints Management
- Graduation and Protocol
- 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 STUDENT SYSTEMS

Student Systems is responsible for the maintenance, support and ongoing development of Student Administration systems including Banner, Student Connect, Banner Document Management and Degreeworks. The team is also responsible for managing Student Administration projects, providing internal operational reporting, and reporting of student data to government departments.

Responsibilities include:

- Develop Student Systems roadmaps in collaboration with IT and vendors.
- Subject matter expertise on integration of student administration data with other systems.

- Manage Student Administration projects.
- Provide business analysis to deliver projects and process improvements.
- Ensure the systems support requirements of the university.
- Maintain user security and access.
- Provide user support and training.
- Maintain data integrity and accuracy.
- Provide internal self-service reports and data extracts.
- Report student data to government departments through TCSI and perform annual verification.

ABOUT STUDENT SYSTEMS FUTURES PROJECTS

Student Systems Projects function is responsible for the development and delivery of program management. This section supports the day-to-day management, implementation and delivery of various projects and programs utilising best practice project, program and change management methodologies, processes and frameworks to deliver project and organisational objectives. This includes contributing to the continuous improvement of project management practices at ACU.

The team develops and manages relationships within the project team, the broader Student Administration team, IT and broader ACU stakeholders and external vendors (as appropriate), whilst ensuring delivery is aligned to project, Directorate, Portfolio and University strategy and goals.

POSITION PURPOSE

The Project Manager is responsible for project management and business change management duties in allotted projects, and supports the day-to-day management and delivery of project deliverables, which will assist the University in delivering administrative projects. The position oversees project progress, budget and risk, utilising best practice project and change management methodologies to deliver set objectives. This will require the incumbent to work collaboratively with service areas across the university, to understand current and future structures, service management, practices and processes.

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 and manage projects effectively to deliver the agreed project outcomes on time and to budget to achieve the universities strategic goals.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Review and update the Project Initiation Document (PID) to ensure it continually reflects the agreed project scope and project approach to achieve the project objectives.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Review and, where appropriate, refine the project governance arrangements to maintain effective oversight of project progress and ensure the delivery of key project outcomes.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Develop, manage and action comprehensive project plans and associated documentation including the Communication Plan, Risk Management Plan, Change Plan, Implementation Plan, Post Implementation Review Plan in consultation with key stakeholders.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Identify, manage and resolve business risks, issues and conflicts for the project, developing issue resolution protocols to effectively deal with these matters and maintain relevant risk registers.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
<p>The Project Manager is responsible for providing overall planning and communication for Projects.</p> <p>This includes:</p> <ul style="list-style-type: none"> - Effectively communicating project expectations to stakeholders in a timely manner. - Planning, scheduling, monitoring and reporting on project timelines and milestones using best practice project management tools. - Appropriately defining and documenting project benefits; - Identifying and managing project dependencies and critical paths; and - Communicating with and obtaining endorsement from key stakeholders throughout the project lifecycle to ensure the project impacts on staff are understood and mitigated. 	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Lead and provide effective leadership to the Project team. This includes directing, supervising, developing, supporting and coordinating the project team members to deliver high standards of expertise and support to project stakeholders.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Determine resource requirements based on project specifications. Manage scope creep to ensure the project	The position mainly contributes to activities; outcomes and goals within

Responsibility	Scope
delivers on timeline, scope, budget and strategy expectations.	the faculty/directorate/organisational unit
Manage external stakeholder engagement with system vendors and consultants to achieve project objectives and enhance the services experience at ACU.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit

HOW THE ROLE OPERATES

The role 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 role negotiates competitive contractual agreements with suppliers and/or governmental bodies of behalf of the organisation.
The role manages a geographically dispersed team.

SELECTION CRITERIA

Qualifications, skills, knowledge and experience:	<ul style="list-style-type: none"> • Qualification - Postgraduate qualification in project management with significant experience managing projects within the tertiary sector, delivered successfully by a diverse project team in a complex environment; or an equivalent combination of relevant experience and/or education and training. • Experience - Substantial experience coordinating and implementing strategic projects by utilising effective management principles of planning, resource allocation, communication, formalized documentation, implementation, negotiation, evaluation and reporting. • Skill - Proven ability to conduct complex negotiations, manage contracts and effectively communicate with clients, consultants, authorities and other project related bodies with a focus on delivering a stakeholder centric service. • Experience - Extensive experience in financial management of program/project budgets, understanding of capital expenditure and accounting principles and ability to interpret financial information and present in a clear and concise format. • Skill - Highly developed interpersonal and communications skills and demonstrated experience producing comprehensive recommendations, project and implementation plans, briefing papers and reports.
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	<ul style="list-style-type: none"> • Experience - Proven ability to analyse complex problems , identify critical issues and develop strategies for delivering solutions. • Experience - Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to level of appointment. • Qualification - Completion of Prince 2 or similar Project Management certification.
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. • Display openness and resilience, inspire others to change and act to make change happen with ACU's strategic goals and Mission at the heart of all outcomes. • Work collaboratively internally and externally to ACU to capitalise on all available expertise in pursuit of excellence. • 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. • 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>

