

## POSITION DESCRIPTION

<b>Position Title</b>	Administrative Officer, Global Learning		
<b>Organisational Unit</b>	Global And Education Pathways		
<b>Functional Unit</b>	Global Learning		
<b>Nominated Supervisor</b>	Manager, Global Learning		
<b>Classification</b>	HEW 5		
<b>CDF Level</b>	HEW 5 CDF1	<b>Position Number</b>	10609167
<b>Attendance Type</b>	Full Time	<b>Date reviewed</b>	09-FEB-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.*

At ACU we pride ourselves on offering a welcoming environment for everyone. At the same time, we are a university committed to standing for something clear. We stand up for people in need and causes that matter. ACU's Mission is central to the University and informs every area – integrating the dignity of the human person, the common good, and ethical and social justice considerations into our core activities of student learning and teaching, research and service.

We are a publicly funded university which has grown rapidly over the past few years. We're young, but we are making our mark: ranking among the top universities worldwide. We have seven campuses around Australia, more than 200 partner universities on six continents, and a campus in Rome, Italy.

We know that our people make us a university like no other. It's your values, action and passion that makes the difference. Whatever role you may play in our organisation: it's what you do that defines who we are.

We value staff, offering excellent leave and employment conditions, and foster work environments where they have the ability to grow and develop. We continue to invest in our facilities and workplaces, and actively involve staff in shaping the future direction of the organisation.

Each portfolio consists of several Faculties, Research Institutes or Directorates. The Vice President drives both the Identity and the Mission of the University. In addition, Campus Deans focus on the University's local presence and development of the University at the local 'campus' level. For further information about the University please refer to the Organisation Chart.

All our staff contribute to the achievement of our goals set out in the Strategic Plan 2020-2023 and aim to provide high quality services with a strong focus on service excellence. Several frameworks and standards also express the University's expectations of conduct, capability, participation and contribution of staff.

## ABOUT GLOBAL AND EDUCATION PATHWAYS

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The Global and Education Pathways portfolio is responsible for the development and implementation of the University's strategic priorities in a range of key areas. Driving excellence, through its two Directorates of Global Engagement and Education Pathways, Global and Education Pathways has specific responsibility for the University's Global Strategy, Widening Participation and Student Retention Strategies and Student Veterans Support. Global Engagement has institutional responsibility for realising and achieving University's Global Strategy and for facilitating the university's global engagement activities.

Global Engagement has specific responsibility for the recruitment, admission, and ongoing support of international students at ACU in addition to managing global partnership collaboration, international network coordination and inbound and outbound exchange and study abroad programs. Global Engagement has institutional leadership responsibility for managing and supporting achievement of the university's global goals, plans and aspirations across the three key institutional activities of teaching, research and engagement. Education Pathways is responsible for access, pathways, transition and student experience of commencing domestic and international students across all ACU campuses. The directorate supports a range of ACU institutional strategies and strategic priorities led by the Office of the Provost and the Pro Vice-Chancellor, Global and Education Pathways. Education Pathways leads and supports, participation and success in tertiary education for a range of student cohorts, including equity groups, school and non-school leavers and Student veterans and their families.

Education Pathways has national responsibility for the ACU English Language Centre, Equity and Inclusion, the Foundation Studies Program, the Tertiary Preparation Program (Health Sciences), Diploma Pathway Programs, Diploma of Languages, Student Veteran Services, and Student Experience.

## POSITION PURPOSE

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The Administrative Officer, Global Learning supports global partnership collaboration, and inbound and outbound exchange and study abroad programs across our Australian campus locations and in Rome, Italy. The position manages ACU student and partner mobility processes including global learning program applications and related funding requests (including New Colombo Plan projects), responds to enquiries about learning abroad opportunities and protocols, and issues correspondence and documentation related to learning abroad.

## KEY RESPONSIBILITIES

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### 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 Strategic Plan 2020-2023](#)
- [Catholic Identity and Mission](#)
- [ACU Capability Development Framework](#)
- [Higher Education Standards Framework](#)
- ACU Service Delivery Model
- ACU Staff Enterprise Agreement including provisions in relation to Performance Excellence and Academic Career Pathways.
- [ACU Staff Reconciliation Action Plan](#)

The Capability Development Framework in particular is important in understanding the core competencies needed in all ACU staff to achieve the University's strategy and supports its mission.

<b>Responsibility</b>	<b>Scope</b>
Assess learning abroad applications and funding requests to determine student eligibility in accordance with University policy and Government regulations.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Process global learning applications and funding requests, unit and credit approvals in a timely and highly accurate manner ensuring data integrity and financial reporting through accurate entry in relevant University record keeping systems.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Support promotion of the New Colombo Plan opportunities for staff and students, including application and program guidance, and Scholar applications	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Provide accurate and appropriate information to students and partner organisations about learning abroad programs and protocols via telephone and email.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Assist with preparation and management of events such as learning abroad information sessions, orientation pre-departure events, and visiting delegations.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Support ACU partner network and agreement administrative processes.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Support ACU Rome campus administrative processes including bookings, program management and financial reconciliation.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Other responsibilities as required by supervisor at the task level of the position.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit

## HOW THE ROLE OPERATES

The position will need to seek approval from their supervisor before making changes to processes and procedures.
The position is expected to identify and recommend improvements to their supervisor before implementation.
The position needs to build relationships with staff across the organisation to perform their duties.
This position does not have managerial responsibilities.

## SELECTION CRITERIA

<b>Qualifications, skills, knowledge and experience:</b>	<ul style="list-style-type: none"> <li>• Qualification - Completion of a bachelor degree; or an equivalent combination of experience and/or training.</li> <li>• Skill - Demonstrated ability to work under pressure with constant and concurrent deadlines, plan work activity and prioritise resources using established processes and technology to achieve</li> </ul>
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	<p>optimum efficiency and effectiveness.</p> <ul style="list-style-type: none"> <li>• Experience - Experience in the Microsoft Office suite and proficiency in the use of databases software, Excel and word processing, and student management systems.</li> <li>• Skill - Demonstrated ability to work autonomously, and within a team environment, using initiative, analytical skills and judgment to prioritise tasks, solve problems and coordinate simultaneous activities.</li> <li>• Skill - Demonstrated relationship and communication skills in a cross-cultural environment to facilitate collaborative partnership outcomes and cross -unit cooperation</li> <li>• Knowledge - Strong understanding of student mobility programs (including New Colombo Plan, OS-HELP) and related operational requirements.</li> </ul>
<b>Core Competencies:</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Keep stakeholder interest at the core of ACU business decisions and ACU service excellence as a top priority.</li> <li>• Work collaboratively internally and externally to ACU to capitalise on all available expertise in pursuit of excellence.</li> <li>• Plan work activity, prioritise time and resources using established ACU processes and technology to achieve optimum efficiency and effectiveness.</li> <li>• Make informed, evidence-based decisions by sourcing and interpreting University and business information.</li> </ul>
<b>Essential Attributes:</b>	<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>
<b>Working with Children and vulnerable adults check</b>	<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>

