

POSITION DESCRIPTION

Position Title	Administrative Officer		
Organisational Unit	Global and Education Pathways		
Functional Unit	Education Pathways		
Nominated Supervisor	Administration and Project Coordinator		
Classification	HEW 5		
CDF Level	CDF1	Position Number	10605128
Attendance Type	Full Time	Date reviewed	05-JUN-2023

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, five Associate Vice-Chancellors and 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

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 Pathways, the Foundation Studies Program, Diploma Pathway Programs, Diploma of Languages, Student Veteran Services, and Student Transition and Retention, Education Pathways.

POSITION PURPOSE

The Administrative Officer provides administrative support in all operations of Education Pathways programs. The role will undertake reception duties on campus, being the first point of contact for all general enquiries from students and visitors. Thus, the role requires experience and knowledge of regulations, processes and organisational structures relevant to the functioning of Education Pathways within the university context. The Administrative Officer will be responsible for the administration and explanation of administrative functions in conjunction with other academic and administrative/technical staff, including instructing and coordinating administrative workflow within university timelines.

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:

PD_Administrative Officer

- [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.

Responsibility	Scope
Provide support to the Timetable process, including data collection, unit requirements, staff availability, programs of study and submission of change requests in consultation with the Administration and Project Coordinator, Program Managers and Course Coordinators.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Provide effective administration support and dissemination of information regarding University Policy and Procedures as required by the Leadership team and/or Course Coordinators.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Undertake Education Pathways reception duties on campus, being the first point of contact for all general enquiries from students, visitors and other stakeholders.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Undertake data collection and recording from various sources for areas including, but not limited to, student enrolment numbers, special cohorts, finance records, and other data collection requirements necessary to inform strategic and operational decision making or reporting requirements.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Provide timely and effective policy and regulation advice to students within the scope of the position and refer students to Program Managers or Course Coordinators as appropriate.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Provide a range of administrative support functions within Education Pathways, including, running reports from various student systems, course completions, enrolments, appeals, and provide secretarial support as appropriate and required.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Undertake administration of Education Pathways purchasing activities overseen by the Administration and Project Coordinator.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit

Responsibility	Scope
Assist with events such as Orientation Days, Open Days and facilitate Education Pathways program functions. Undertake any other work as directed by the Administration and Project Coordinator within the scope of the role.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Participate in and implement continuous improvement activities relating to service practices, quality assurance and customer service excellence.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit

HOW THE ROLE OPERATES

The position will need to seek approval from their supervisor before making changes to processes and procedures.
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"> • Qualification - A relevant tertiary qualification or equivalent education, training and/or relevant experience. • Skill - Ability to act with discretion and sensitivity and to maintain confidentiality. • Skill - Attention to detail and accuracy with the ability to prioritise tasks and work within tight timeframes. • Experience - Evidence of producing clear and concise written communication with a high level of accuracy and attentional to detail. • Skill - High level of computer literacy and advanced user knowledge in Outlook, Microsoft Office Suite and others as appropriate.
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>

