

POSITION DESCRIPTION

Position Title	AskACU Service Officer		
Organisational Unit	Student Administration Directorate		
Functional Unit	AskACU Contact Centre		
Nominated Supervisor	Coordinator, AskACU Contact Centre		
Classification	HEW 5		
CDF Level	CDF1	Position Number	10610716
Attendance Type	Full Time	Date reviewed	15-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 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, Candidature Services, Course Completions, Enrolments and Student Records, and Scholarships.
3. Student Systems – responsible for Student Systems operations, development and 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.

ABOUT ASKACU CONTACT CENTRE

AskACU Contact Centre is a centralised national section responsible for managing the provision of excellent client services online, by phone, SMS or chat. The team ensures students and staff receive a positive customer service experience 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 Contact Centre, the AskACU Service Officer responds to enquiries by 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 PD_AskACU Service Officer

ACU Community. This is a national 'specialist' role focusing on thorough enquiry resolution and proactive customer care campaigns to support student conversion, retention and loyalty.

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 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
Updates student details/records in the Banner student system to safeguard data currency	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Contributes to continuous improvement and quality assurance review and makes recommendations to ensure ongoing development and improvement of the Contact Centre and the AskACU service model generally.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Contributes to the national and local operations of the AskACU Service team through proactive and positive interactions and cross functional assistance as required.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Provides specialist service delivery to current, prospective and past students, staff and external clients on all Student Administration and general Faculty/School/University matters to ensure clients and stakeholders are supported and provided with accurate and timely advice and information relevant to all their transactions with the University.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Interprets and applies an extensive knowledge and understanding of a broad range of University/external agencies (eg TACs)/Government procedures, policies, rules, regulations, legislation and entitlements to ensure clients and stakeholders understand and adhere to these requirements.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University

Responsibility	Scope
Efficiently uses and analyses the Banner student system to provide a range of services (eg transcripts) and advice, relevant to their admission and/or enrolment at the University, to current and past students and applicants.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Effectively operates and utilises electronic and administrative systems 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 Contact Centre.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Liaises with Faculties, Schools and other organisational units within the University to gather data and contribute to the establishment and ongoing development of complex knowledge bases that inform the work of the Contact Centre and self-service options for current and prospective students and staff.	The position contributes to activities; outcomes and goals; that are 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 mainly communicates with people within their work area.
This position does not have managerial responsibilities.

SELECTION CRITERIA

Qualifications, skills, knowledge and experience:	<ul style="list-style-type: none"> • Qualification - Completion of a relevant tertiary qualification and/or relevant professional experience. • Skill - Demonstrated written communication skills, including excellent spelling, grammar and an ability to communicate a message, information and advice with clarity and ease. • Experience - 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
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	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.

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>

