

POSITION DESCRIPTION

Position Title	Reporting Officer (Argos)		
Organisational Unit	Student Administration Directorate		
Functional Unit	Student Systems Operations		
Nominated Supervisor	National Manager, Student Data and Solutions		
Classification	HEW 6		
CDF Level	CDF1	Position Number	10610908
Attendance Type	Full Time	Date reviewed	25-MAY-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 STUDENT SYSTEMS

Student Systems is responsible for the maintenance, support and development of Banner, Student Connect and Banner Document Management.

Responsibilities with Banner, Student Connect and Banner Document Management include:

- Ensuring the systems support the business requirements of the university;
- Develop and deliver business enhancements to the systems and associated processes;
- Provide data reporting services;
- Maintain user security and access;
- Provide support services and training;
- Maintain data integrity and accuracy;
- In partnership with OPSM Government reporting;
- Integration of student system data with other systems.

ABOUT STUDENT SYSTEMS OPERATIONS

Student Systems Operations is a centralised national section responsible for managing the day to day operations of the University's student system to ensure the integrity of its data, access security and operating at full capacity. Also, the team is responsible for investigating and resolving any technical issues of the systems supported by the section.

POSITION PURPOSE

The Reporting Officer (Argos) designs and creates SQL reports using the Argos reporting tool to meet the needs of stakeholders throughout the University. The position develops and manages the file structure within the Argos reporting tool.

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
Consult with client groups throughout the University to define reporting requirements and goals for individual reports	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Design and build SQL reports using various programs, including Argos, to meet the reporting needs of all client groups	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Perform quality assurance checks on all reports to ensure data accuracy	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Communicate reporting changes, enhancements and modifications – verbally or through written documentation – to management and other employees so that issues and solutions are understood	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Coordinate user acceptance testing and reviews for new reports to ensure expectations have been met	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Develop and manage the file structure within Argos, including security levels for each report, ensuring that information and statistics are made available for appropriate users	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Resolve reporting issues in a timely manner	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit

Responsibility	Scope
Assist other members of the Student Systems team as required during peak periods to	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

Qualifications, skills, knowledge and experience:	<ul style="list-style-type: none"> • Qualification - Appropriate tertiary qualifications or equivalent combination of broad experience and / or education and training. • Experience - Proven experience with reporting tools, software and other applications. • Skill - Well-developed programming expertise in SQL. • Knowledge - Considerable exposure to the operation and analysis of relational database software and standards as well as data retrieval methodologies. • Experience - Proven experience with report writing and requirements analysis as well as being logical with keen attention to detail. • Experience - Demonstrate a commitment to working in an environment of performance excellence, guided by ACU's Service Principles. • Skill - Ability to work independently and as part of a small team. Excellent listening, interpersonal, written and verbal communication skills.
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. • 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. • 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>

