

ACU proactively fosters a culture of performance and service excellence and seeks job applicants who can show a demonstrated commitment to service. ACU articulates its strategy for service delivery through the [Service Excellence Framework](#), which includes a model describing four dimensions which underpin good service delivery.

Hiring managers should invite job applicants to view the [Service Excellence Framework](#) prior to their interview and to reflect on the Service Delivery Model dimensions which are relevant to the role they have applied for. Applicants should reflect on how they can demonstrate a commitment to service and customer-centricity during their interview by sharing examples from their previous work history.

The following are a set of interview questions which hiring managers are encouraged to adapt and integrate into the selection processes at ACU:

*Academic Staff Interviews:*

- At ACU, every member of the community has a role in providing excellent service and supporting an excellent experience for students. Could you share an example from your previous work that demonstrates how you have given or supported excellent service?
- A key element of service excellence is a focus on customer-centricity and the service experience. What have you done in your previous roles to ensure a focus on the customer experience and to encourage and action feedback?
- What approach would you use to ensure continuous improvement in your teaching, research and other academic activities at the University?
- Can you talk about an example that demonstrates an excellent contribution you have made to a dimension of service relevant to this role? Please refer to the four dimensions of the [ACU Service Delivery Model](#) (i.e. People & Culture; Policies & Processes; Solutions and Systems or Measurement & Performance).

*Professional Staff Interviews:*

- At ACU, every member of the community has a role in providing excellent service to stakeholders and supporting an excellent experience for students. Could you share an example from your previous work that demonstrates how you have contributed to excellent service?
- A key element of service excellence is a focus on customer-centricity and the service experience. What have you done in your previous roles to ensure a focus on the customer experience and to encourage and action feedback?
- What approach would you use to ensure continuous improvement in your role at the University?
- Collaboration is an important factor in working towards continual improvements at ACU, can you give an example of how you have worked collaboratively to create a better outcome within your previous roles?
- Can you talk about an example that demonstrates an excellent contribution you have made to a dimension of service relevant to this role? Please refer to the four dimensions of the [ACU Service Delivery Model](#) (i.e. People & Culture; Policies & Processes; Solutions and Systems or Measurement & Performance).

*Additional questions for management roles:*

- ACU fosters a culture of performance and service excellence. Can you give an example of how you have motivated and supported direct reports to achieve excellence?
- As a manager, could you explain how you would approach holding staff accountable for achieving high standards and for contributing to continuous improvements?