

Position Description

Group Leader, Regional Student Central Hubs



Faculty/Portfolio	Division of Student Administration
School/Centre	Student Services Network
Basis of Employment	Full-time (36.75 hours per week) and continuing
Primary Location of Work	Geelong Waurm Ponds Campus/Geelong Waterfront Campus
Classification	HEW 9
Reporting Line	Manager, Student Central Hubs

ABOUT DEAKIN

Deakin University is proud to be recognised as an organisation that offers a friendly, supportive and challenging working environment. Our staff are committed to making a genuine difference to people's lives through excellence in education and research. We acknowledge the importance of providing a dynamic and diverse working environment and offer variety in day-to-day roles as well as professional development opportunities to assist staff to grow and progress their careers. Deakin University staff have the opportunity to interact with colleagues from a diverse range of cultures and professional backgrounds, all of whom share a common interest in lifelong learning.

Deakin is Australia's sixth largest university and ranks first in Victoria for both student satisfaction and graduate employment. Deakin operates five campuses; the Cloud Campus, Melbourne Burwood Campus, Geelong Waurm Ponds Campus, Geelong Waterfront Campus, and the Warrnambool Campus. We have corporate centres in Melbourne's CBD, and at the Burwood, Waterfront and Waurm Ponds campuses, as well as offices in South Asia, China, Indonesia, Latin America, Europe, Malaysia, Vietnam, Pakistan and Singapore.

WHY WORK FOR OUR UNIVERSITY?

[Division of Student Administration](#)

[Benefits of working at Deakin](#)

[Deakin's Strategic Plan – LIVE Agenda](#)

DEAKIN'S PROMISE TO EQUITY, DIVERSITY AND INCLUSION

At Deakin we value diversity, embrace difference and nurture a connected, safe and respectful community. Deakin is an Employer of choice for Gender Equality, a proud member of the SAGE Athena SWAN program seeking gender equity for Women in STEMM, and a Gold award holder in the Australian Workplace Equality Index for LGBTI inclusion. We strongly encourage applications from Aboriginal and Torres Strait Islander people and people of all cultures, abilities, sex and genders.

deakin.edu.au/about-deakin/careers-at-deakin



POSITION OVERVIEW

The primary purpose of the Group Leader, Student Central Hubs is to be responsible for the leadership, management and support of the Student Central teams located in the three regional Campus Student Central Hubs. The position also provides support to other Student Service Network teams, located in the Burwood Student Central Hubs and Cloud Campus Student Central, and acts as a key strategic link in the Student Service Network between Student Central and Faculty and Divisional areas. The position also facilitates the development of strategies for continuous improvement of all processes and ensuring these improvements are aligned with the University's policies, as well as the development of strategies for cultural improvement within the Student Service Network.

The Group Leader, Student Central Hubs acts as a role model for the DSA Values and encourages their teams to demonstrate these in performing their duties for Deakin.

Key Relationships:

Internal	<ul style="list-style-type: none">• Faculties, Division of Student Life, Marketing, Diversity and Inclusion, Deakin International and Head of Warrnambool Campus
External	<ul style="list-style-type: none">• N/A

PRIMARY RESPONSIBILITIES

- Provide strategic advice to the Manager, Student Central Hubs, and the General Manager, Student Service Network on the organisation and planning of processes and services consistent with University policies and procedures, as well as to relevant external legislation. This involves actively leading the advancement of a quality service ethos, driving regular reviews of practices and systems to enhance the efficiency and effectiveness of services and processes, monitoring Key Performance Indicators (KPIs) and ensuring service standards are met and reported on.
- Provide leadership and manage the staff and activities of the Student Service Network teams in the regional Student Central hubs, as well as the development and maintenance of a team culture and exemplary student centred service ethos in line with the DSA Values, through effective communication of University and Divisional objectives.
- Take a leadership role in the following key areas as allocated: service management, operational planning and reporting, benchmarking, training, data analysis and management, continuous process improvement, risk management, and quality assurance.
- Takes a leadership role across the Student Service Network in the areas of continuous process improvement and cultural improvement working with Communities of Practice and the Student Experience Managers in the Faculties.
- Build and maintain strong relationships with the Faculty Student Experience Managers and act as an escalation point as needed from within the Student Central hubs.
- This role has staffing responsibilities and must therefore ensure staff and own adherence to University policies and procedures, including but not limited to those relating to equal opportunity, occupational health and safety, risk and financial management, privacy, staff development and staff performance planning and review.

ABOUT YOU

To be successful at Deakin you are willing to enthusiastically embrace the Deakin Offer and Promise as expressed in the Deakin University Strategic Plan, and must share the University's values.

You will be a person who is ambitious for Deakin University's success and optimistic about its future; and will display diligence, have great resolve and a focus on producing results.

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SELECTION CONSIDERATIONS

Qualifications and Experience:

- An equivalent combination of training and experience or a tertiary qualification.
- Extensive experience and management expertise; or
- An equivalent combination of relevant experience and/or education/training.

Capabilities and Personal Attributes:

- High level leadership and management skills in a customer service/education environment dealing with a large volume of enquiries and complex work flows
- Demonstrated planning and organisational skills.
- Demonstrated ability to motivate staff, successfully manage their performance, provide timely and regular feedback and effectively manage conflict when it arises.
- High-level oral and written communication skills, including the ability to prepare reports.
- Demonstrated ability in building and maintaining relationships and working effectively with team members, customers and other University staff
- Demonstrated analytical and problem solving skills with a proven ability to evaluate service delivery and institute change
- Ability to apply quality principles and practices including those relating to continuous improvement.
- Ability to work under pressure and meet tight deadlines
- High-level competency in the use of Microsoft Office, Outlook, internet and database solutions.
- Demonstrate the ability to exercise sound judgment, initiative, diplomacy, tact and discretion as well as proven experience handling sensitive and personal information in a confidential and appropriate manner

SPECIAL REQUIREMENTS

- A requirement to accommodate a flexible work schedule as some activities are held outside normal office hours. Due to the requirement to maintain normal business and support services, annual leave may not be approved during certain times of the year.
- Working With Children Check (refer to Recruitment Procedure)

DISCLAIMER

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.