

Details

Area	Customer Experience
Team	Campus Experience
Location	Flexible, all campuses
Classification	HEW level 8
Reports to	Manager, Property Services

Deakin

Deakin is a Victorian university with a global impact. We are agile and innovative, and committed to making a positive impact through our excellence in education and research and the contributions we make to the wider community.

Our reputation has been built on the dedication and expertise of our staff. We offer a dynamic, diverse and inclusive working environment with opportunities to grow and develop careers. We believe that a progressive, thriving culture will ensure people choose to come, and stay at Deakin and contribute to our ongoing success.

As one of Australia's largest universities, Deakin has strong global linkages, world-class research and an education portfolio that blends the best of campus and digital delivery into a highly supportive and personalised student experience.

We offer outstanding education founded on the experience we create for our learners and guided by graduate outcomes for successful lives and careers. We undertake globally significant discovery research that benefits our communities through the innovative translation of our ideas into new services, products, policies and capabilities.

Deakin campuses sit on Wadawurrung, Wurundjeri, and Eastern Maar Countries, and the University acknowledges, values and deeply respects its connection with the Traditional Custodians and Elders past and present of these lands and waterways. Deakin is the most popular university destination in Victoria for Aboriginal and Torres Strait Islander students and has a rich history of supporting the ambitions of First Nations students, including through the NIKERI Institute (formerly the Institute of Koorie Education).

Deakin aspires to be Australia's most progressive university, with the principles of diversity, equity and inclusion underpinning our approach to education, research, employability, digital delivery, innovation, and partnerships for impact. Our vision is for an inclusive environment where we value and celebrate diversity, embrace difference and nurture a connected, safe and respectful community. We want Deakin to be a place where all staff and students feel included and respected for their unique perspectives and talents.

[Strategic Plans – Deakin 2030: Ideas to Impact](#)

[Benefits of working at Deakin](#)

Overview

The Senior Coordinator, Recreation Facilities is responsible for both the strategic and day-to-day management of sport venues. This role ensures that facilities are maintained to the highest standards and cater to the varied needs of users. The Senior Coordinator manages venue operations, handles complex bookings, and works closely with a broad range of stakeholders. This role is essential in improving the quality and accessibility of sport venues, providing an exceptional user experience, and supporting Deakin's strategic objectives.

Reporting to the Manager, Property Services the Senior Coordinator, Recreation Facilities will:

- Oversee the strategic management and daily operations of sport venues, ensuring facilities are maintained to high standards and ready for use.
- Manage complex venue bookings and schedules, ensuring optimal utilisation and availability of facilities.
- Liaise with a broad range of stakeholders, including sporting clubs, event organisers, and internal teams, to ensure their requirements are met.
- Conceptualise local plans in alignment with University strategies and monitor progress and risks, adapts personal and team priorities and plans as required.
- Discuss and understand broad constructs rather than concrete examples and implement solutions, evaluate effectiveness and adjust actions as required.
- Develop a network of useful contacts within Deakin and integrate perspectives held within different areas of the University and puts plans in place to build collaboration and develop common goals.
- Use understanding of the client context to anticipate needs, tailor services, improve service offering and ensure a high-quality outcome by addressing client feedback and setting service standards.

Accountabilities

- Actively engage with a diverse range of stakeholders, analyse problems and weigh up a range of options to negotiate inclusive and accessible solutions. Implement solutions, evaluate effectiveness and adjust actions as required.
- Continually evaluate progress and re-prioritises work based on changing needs and strive for excellence and effectively overcome barriers to achieve outcomes. Monitor progress and risks, adapt personal and team priorities and plans as required.
- Encourage and coach others to question traditional assumptions, review practices and policies and draw on a range of information sources to identify new ways of doing things and ways of being inclusive.
- Promote teamwork across functions to support the achievement of goals and set a positive example of achievement and inspire others to succeed with ethics.
- Actively promote and drive inclusive change using broad influencing skills to gain support and overcome barriers to generate enthusiasm about change.
- Understand and integrate perspectives held within different areas of the University and put plans in place to build collaboration. Proactively build mutually beneficial, ethical alliances and develop common goals with others.
- Use understanding of the customer context to tailor services and advice and ensure a high-quality outcome. Improve service provided through addressing customer feedback and setting service standards
- Use understanding of individuals to get the best learning outcomes for the person and organisation and take time to apply relevant learning in day-to-day operations and set high standards for performance through continuous learning.

Selection

- Postgraduate qualifications or progress towards postgraduate qualifications and extensive relevant experience; or
- Extensive experience and management expertise; or
- An equivalent combination of relevant experience and/or education/training
- Experience in managing sport venues or similar facilities, with a proven ability to oversee both strategic and operational aspects.
- Experience in liaising with a wide range of stakeholders, including sporting clubs, event organisers, and internal teams.

Capabilities

- **Leads Culture** creates transparent, engaged and inspiring cultures, leads culture change.
- **Delivers Outcomes** creates clarity through governance, makes decisions that result in quality outcomes.
- **Innovates** creates an environment where creativity and innovation are valued.
- **Plans work** plans the delivery of work while balancing priorities and resources.
- **Improves Work** proactively improves the efficiency and quality of processes and systems.
- **Strategic Analysis** uses cross-disciplinary knowledge, intelligence and insights to inform future direction.

Special Requirements

- This position may require the incumbent to occasionally work outside business hours.
- This position requires the incumbent to hold a current Working with Children Check

Note The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.