

Position Description

Senior Partner



Details

Area	Infrastructure & Digital
Team	Engagement
Location	Flexible, all campuses
Classification	HEW 10
Reports to	Head of Partnering

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 Partner ensures effective partnerships with Deakin's leaders to facilitate contemporary solutions in the digital and physical environments. Empowered to make decisions, informed by frameworks and governance practices, the Senior Partner, provides expert advice, critical thinking and consultancy services across the full range of their specialist area. The Partner is responsive and customer-centric in their approach and is required to maintain tact and diplomacy, advocate university strategic decisions and influence senior leaders to align with university goals and priorities. The role is frequently required to analyse alternatives and recommend solutions using their professional knowledge, experience, business acumen and understanding of the high education context.

This role is focused on enhancing the customer experience through a customer-centric approach by integrating physical and digital infrastructure, projects, and services to deliver seamless, impactful solutions tailored to customer needs. The role ensures that improvements align with the division's and university's strategic goals, balancing innovation with long-term objectives.

The role reports to the Head of Partnering and provides critical advice to senior leaders dealing with matters or issues with broader university implications.

The Senior Partner will:

- Build and inspire university leaders to develop and implement digital and physical strategies that align with the university's overall goals and ensure alignment with university strategic priorities.
- Collaborate with senior leaders to define business needs, project objectives, scope, and deliverables, ensuring physical and digital projects/initiatives meet the needs of business areas. Identify potential risks related to projects and develop strategies to mitigate
- Understand environmental trends and integrate this knowledge into business strategies focussed on value, revenue, quality, people, efficiency and investment.
- Overcome resistance to change and manage complex stakeholder issues. Engage senior leaders to understand their specific digital and physical requirements and work with leaders to design and implement spaces and digital solutions
- Establish long-term partnerships with leaders, act as a trusted advisor, change direction in alignment with learnings and offer expert solutions and strategies that best serve the area's needs
- Establish and maintain strong relationships with leaders. Communicate regularly with university leadership, providing updates on digital and infrastructure initiatives, challenges, and successes.
- Prepare reports and presentations for internal stakeholders, including progress reports on digital transformation projects, infrastructure upgrades, and key performance indicators (KPIs). Ensure relevant stakeholders, are kept informed of infrastructure projects, digital upgrades, and changes in services.
- Acts as a key bridge between University Services and leaders, ensuring digital solutions and infrastructure projects are aligned with the university's mission and goals.

Accountabilities

- Build and inspire a culture of integrity, accountability and inclusive practice across Deakin to ensure alignment of all functional and operational business plans to Deakin's strategic plan. Create an environment where staff feel valued, included and want to do their best to achieve University priorities.
- Lead with clear direction while enabling devolved problem solving and provide expert leadership and ensure solutions are leading practice and sustainable.
- Create a sustainable climate of service excellence, encourage and support others to see situations from the customer's perspective and systematically measure customer satisfaction and implement improvement strategies to meet customer needs more effectively.
- Establish long-term partnerships with stakeholders, act as a trusted advisor, change direction in alignment with learnings and offer expert solutions and strategies that best serve the stakeholder's needs.
- Foster and encourage an environment in which creativity, innovation and diversity of thought are valued and rewarded. Empower people to question existing policies, processes and systems to improve or be more creative and innovative. Identify new or improved opportunities and processes in consultation with relevant stakeholders and recommend and implement appropriate actions to enable continuous improvement.
- Use an in-depth understanding of Deakin's operating environment and its drivers to translate complex issues into clear and understandable strategies and goals for Deakin and formulate potential courses of action to achieve objectives.
- Develop inclusive relationships with internal and external stakeholders in strategic areas and use external benchmarks to implement new strategies and develop new approaches to drive Deakin's performance.
- Role model high performance in stressful circumstances, foster positive attitudes to change, turn challenging situations into opportunities and coach others through adversity.

Selection

- Proven expertise in the management of significant human and material resources
- Postgraduate qualifications and extensive relevant experience in providing high level and complex advice and services to senior leaders through the establishment of meaningful relationships
- Experience facilitating leaders through robust practices to enable strategic thinking and solutions for the future
- Experience as a partner or consultant providing specialist knowledge to stakeholders within a business context
- Experience drafting position papers, reports, briefings, and other documents
- Extensive experience designing effective solutions to complex business and technical problems
- Knowledge of contemporary Partnering practice

Capabilities

- **Leads Culture** creates transparent, engaged and inspiring cultures, leads culture change.
- **Develops Talent** develops inclusive, capable and engaged teams to meet organisational needs.
- **Shapes Direction** sets an inspiring purpose, vision and direction, develops strategy.
- **Inspires Results** translates strategic priorities into reality, inspires outcomes through others.
- **Strategic Analysis** uses cross-disciplinary knowledge, intelligence and insights to inform future direction.
- **Navigates Complexity** makes sense of complex issues and responds insightfully.

Special Requirements

- This position may require the incumbent to occasionally work outside business hours.
- This position may require the incumbent to travel from time-to-time within Victoria, domestic and/or international to attend conferences, events and to represent the university.
- 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.