

Details

Area	Customer Experience
Team	Campus Experience
Location	Burwood
Classification	HEW level 4
Reports to	Assistant Manager

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 Assistant, Venues is responsible for creating and maintaining shared environments, meeting spaces and OUR Workplaces that are warm, vibrant and inviting to Deakin staff and guests. The position will deliver customer and hospitality services at the university and coordinate the external hire of university facilities.

Reporting to the Assistant Manager, the Assistant, Venues role will:

- Provide customer and hospitality services to staff and guests to the university and OUR Workplaces including set up and pack up of shared kitchen facilities, along with order and restocking of consumables.
- Clarify expectations and respond promptly to requests, queries, or complaints to ensure staff and guest needs are met within agreed standards and timelines.
- Build productive relationships with a diverse range of stakeholders including staff and guests and technical teams to ensure a streamlined service offering in OUR Workplaces.
- Contribute feedback and suggestions and identify situations in which change is needed to improve service levels.
- Establish and maintain strong relationships with Deakin University corporate partners, suppliers, contractors, clients, and visitors.
- Envision future conditions and needs, not just solve current problems
- Adopt new ideas and approaches and learn from various points of view and confirm understanding
- Contribute feedback and suggestions and identify situations in which change is needed to improve policy and practice
- Take personal responsibility and show initiative to meeting goals and objectives contributing to an inclusive team environment

Accountabilities

- With a customer mindset, clarify expectations and respond promptly to stakeholder requests, queries, or complaints to ensure stakeholder needs are met to agreed standards and timelines
- Engage in process improvement activities and adopt new ideas, approaches and changes to work practices. Show initiative, generate new ideas and shares those ideas with others in the work area to improve process and practice.
- Use knowledge of continuous improvement principles to analyse current processes and practices and create practical, simple and accessible solutions to problems after considering multiple perspectives
- Recognise the importance of teamwork and of effective communication amongst team members and build rapport within immediate team in ways that are respectful and inclusive of others. Actively seek to maintain positive relationships and support team members in times of pressure and change
- Build productive relationships with a diverse range of existing stakeholders and actively seek to maintain positive relationships and seeks opportunities to learn from those who have different lived experience to their own.
- Consult with available sources to gather relevant information and seek the expertise and advice of the people around them. Express own views in a constructive and respectful way.
- Take an organised and methodical approach to work, regularly plan time (work day / week / month) according to workload and track progress of work tasks

Selection

- Completion of an Associate Diploma level qualifications with relevant work experience or a certificate level qualification with post-certificate relevant work experience
- Completion of a post-Trades Certificate or Advanced Certificate and extensive relevant and on the job training; or
- An equivalent combination of relevant experience and/or education/training.
- Experience in providing customer service and support to a wide range of internal and external stakeholders
- Experience working in an environment which dictates high standards of protocol, attention to detail and professionalism.

Capabilities

- **Growth Mindset** open to learning and new experiences, invests in development.
- **Communicates** engages others through persuasive and influential communication.
- **Collaborates** cultivates collaboration across Deakin, strives for shared outcomes, builds partnerships.
- **Engages Other** establishes effective relationships to achieve shared goals.
- **Delivers Outcomes** creates clarity through governance, makes decisions that result in quality outcomes.
- **Improves Work** proactively improves the efficiency and quality of processes and systems.

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.