

Details

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| Area | People & Culture |
| Team | Partnering & Solutions |
| Location | Flexible, all campuses |
| Classification | HEW 8 |
| Reports to | Associate Director, People Solutions |

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 Consultant, People Solutions will provide a wide range of people and culture advice and coordination to enable end to end solutions for university stakeholders. Working closely with People & Culture and Customer Experience teams, the Consultant will contribute and support managers to find appropriate resolutions across a diverse range of people issues as required, to deliver holistic solutions for clients.

Reporting to the Associate Director, People Solutions, the Consultant, People Solutions will:

- Provide expert advice on people and culture related matters, including the management of escalated people issues and disputes, complex policy advice and consultancy and support to people leaders
- Analyse problems, weigh up a range of options to identify accessible and inclusive solutions and translate complex issues into clear and understandable goals and targets for Deakin, commensurate with exposure and experience
- Actively encourage and coach others to question traditional assumptions, promote novel ideas and review wellbeing related practices and policies and translate into workplace improvements
- Establish systems and procedures to guide work and track progress and strive for excellence and continually evaluate progress and effectively overcomes barriers to achieve outcomes, liaising and coordinating closely with other teams across People and Culture and Customer Experience, to ensure end-to-end delivery for clients
- Discuss and understand broad constructs rather than concrete examples and implement solutions, evaluate effectiveness and adjust actions as required to provide solutions directly to university stakeholders
- 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
- Interpret needs and offer pragmatic, inclusive and sustainable solutions based on research and in alignment with University context, policies and practices
- Act as a coach and work with team members to facilitate growth and development by giving balanced, constructive feedback considering individual capability and team performance, in alignment with Deakin's code of conduct and core university strategies and policies that promote a safe, sustainable and productive working environment

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 providing people and culture advice and services, including wellbeing, return to work, mediation and/or conflict resolution in a large organisation

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.