

### Details

Area	Partnerships Portfolio
Team	Deakin residential Services
Location	Warrnambool Campus
Classification	HEW level 8
Reports to	General Manager, Warrnambool

### 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, DRS Operations at Warrnambool is responsible for managing the daily operations of on-campus student accommodation, supporting the General Manager, Warrnambool, in achieving operational, financial, and student experience goals. The role ensures compliance with relevant legislation, fosters a positive residential community, and maintains high service standards. In the absence of the General Manager, the Senior Coordinator provides leadership to the campus team and ensures smooth operations.

Reporting to the General Manager, Warrnambool the role will:

- Assist the General Manager with financial reporting, forecasting, and achieving budget targets.
- Ensure compliance with legislation, including the Residential Tenancies Act, Health Act, and privacy regulations.
- Implement and monitor asset management plans, including routine maintenance and refurbishment projects.
- Manage risk mitigation strategies, critical incident response protocols, and business continuity plans.
- Oversee service agreements with internal and external providers to maintain quality service delivery.
- Monitor staff performance, development, and compliance with University policies and procedures.
- Promote positive student engagement, well-being, and satisfaction through feedback and support initiatives.
- Support the Campus Life team with resident discipline, ensuring alignment with DRS and University policies.
- Drive continuous improvement in operational processes and service delivery.
- Provide leadership to the campus team in the General Manager's absence.
- Marketing and development of our short stay operation striving to achieve budget targets whilst delivering exceptional customer service.

### 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
- Demonstrated experience managing day-to-day operations in a complex environment, including financial oversight, asset management, and service delivery coordination.
- Proven ability to lead, manage, and develop teams, with experience in staff performance management, professional development, and fostering positive work environments.
- Strong understanding of relevant legislation and regulations, such as the Residential Tenancies Act, Health Act, and privacy laws, along with compliance requirements for university operations.
- Knowledge of risk management practices, critical incident response, and business continuity planning to ensure smooth, safe operations.

### 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.