

Details

Area	Infrastructure & Digital
Team	Engagement
Location	Flexible, all campuses
Classification	SL 2
Reports to	Chief Information & Infrastructure Officer

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 Director, Engagement & Experience is a specialised senior leader working with internal and external stakeholders to shape, monitor and implement new policies, practices and/or services that impact digital and infrastructure engagement and experience. The position is recognised as being both principal specialist covering a total discipline in the university and as being knowledgeable in one or more related disciplines. The Director manages professional teams engaged in a complex environment requiring the understanding and integration of a diverse set of skills and multiple resources. The position is required to modify and adapt established systems or business plans or the relating of precedent to new situations and to lead and convince our large and diverse workforce and teams engaged in competing demands to align with university outcomes.

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 Director, Experience & Engagement role reports to the Chief Information & Infrastructure Officer and provides opinions on a regular basis that influence the overall direction of the Infrastructure & Digital division and the experience and engagement of our people with our digital and infrastructure.

The Director will lead a team, dedicated to engaging with and improving the experience of our people through Partnering, vendor engagement, digital innovation, space design and planning and user experience design. The Director will collaborate closely with key stakeholders, working in partnership across the Deakin community with various leaders and teams to deliver shared objectives and collective success, and ensuring successful external stakeholder alignment and engagement.

- Provide leadership in driving initiatives, fostering a culture of innovation, adaptability, and continuous improvement. Collaborate with executive leadership to align with the University's Strategic Plan and relevant functional Strategy.
- Champion the advancement of infrastructure and digital experience and engagement, ensuring alignment with the university's objectives and long-term vision. Oversee the prioritisation and delivery of partnering (on both physical and digital requirements), strategic vendor engagement and customer-centric design and planning
- Collaborate with senior leaders to identify strategic opportunities that enhance the experience of our customers. Establish and maintain strong relationships with cross-functional stakeholders to ensure alignment with Deakin's culture and values.
- Provide exemplary leadership to the engagement and experience team, fostering an environment of collaboration, growth, and innovation. Develop team members' skills and capabilities.
- Stay up to date of the latest trends and developments in the infrastructure and digital landscape, providing insights and recommendations to enhance the university's competitiveness and operational efficiency.
- Develop and implement initiatives and solutions ensuring clear accountability, communication, and decision-making. Provide regular and comprehensive reporting on project progress, risks, and outcomes to the executive leadership and relevant stakeholders.

- Ensure initiatives are in direct alignment with the university's strategic priorities and contribute to its overall growth and success. Evaluate the impact of initiatives and solutions on the university's operations, academic and student experience and stakeholder engagement.

Accountabilities

- Lead and motivate others to collaborate and confer with colleagues across the university to resolve conflicts and deliver results
- Agree on clear performance standards and give timely praise and recognition. Deliver constructive feedback in a manner that gains acceptance and achieves resolution. Deal with underperformance promptly
- Take personal responsibility for meeting objectives and progressing work. Show initiative and proactively step in and do what is required. Commit energy and drive to see that goals are achieved
- Ensure high quality service delivery by championing continuous improvement strategies and align operations with leading practice. Respond flexibly to changing demands. Build teams with complementary skills and allocates resources in a manner that delivers results
- Recognise the differing and preferred working styles of individuals and factor this into the management of people and tasks
- Lead and seek opportunities to improve the integration of physical and digital infrastructure to improve customer experience.
- Investigate major issues and stimulate the development of strategies to resolve problems affecting operations and operate within the constraints of University objectives and professional standards
- Develop the strategic direction for the Division/Unit and create a shared sense of purpose by demonstrating how elements of the strategy fit together and contribute to higher-level goals
- Align activities with strategic priorities. Develop plans that address both current and likely future requirements or the university

Selection

- Qualifications and experience commensurate with appointment at level
- Demonstrated success in the development and implementation of strategic initiatives.
- Demonstrated strong understanding of contemporary discipline concepts and strategies and the capacity to adapt and implement these for the benefit of an organisation.
- Proven ability to work with a significant degree of independence, operating within broad objectives and providing leadership in area of expertise.
- Proven resource and people management skills, including demonstrated ability to build effective high-performance teams and to successfully lead change.
- Demonstrated high level negotiation, influencing, advocacy and facilitation skills as well as excellent written and oral communication skills.
- Ability to work with ambiguity on multiple projects and deliver to tight time frames.

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.