

Details

Area	Deputy Vice-Chancellor Academic Portfolio
Team	Faculty Services, Faculty of Arts and Education SCCA
Employment	Full time, fixed term
Location	Burwood
Classification	HEW level 6
Reports to	School 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 Executive Assistant for the School of Communication and Creative Arts (SCCA) provides professional administrative support to the Head of School to ensure the office operates in an efficient and effective manner. The role manages and implements a range of specific projects relating to the development of the School. The role is in regular contact with the Executive of the School and key academic and administrative staff in order to successfully fulfil the requirements of the role. The role will build and maintain effective client relationships across the University, particularly with the Executive Dean/Head of School Office, as well as with other Faculties and Divisions within the University and act as the main point of contact for internal and external communications with the Head of School.

Reporting to the School Manager for SCCA the (role) will

- Consult a diverse range of stakeholders
- Collaborate closely with members of the School as well as staff within the Faculty Services Division
- Engage in process improvement activities and adopt new ideas to ensure effective process are in place
- Establish and maintain strong relationships with key staff
- Manage time and priorities efficiently
- Address complex ethical and privacy issues with discretion

Accountabilities

- 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. Implement strategies to promote positive emotional wellbeing across the team and regularly reflect on own behaviour.
- Plan and oversee projects/activities to deliver sustainable outcomes and value within constraints of time, cost and quality. Understand and integrate perspectives held within different areas of the University and put plans in place to build collaboration, mutually beneficial ethical alliances and develop common goals
- Bring a strong customer mindset. Strive for excellence and consult regularly with staff/students/stakeholders to clarify who requires the information, the purpose for which it is required, criteria for success and where and when advice and recommendation is required. Respond to feedback from stakeholders regarding their satisfaction and perspective with services received with openness and transparency.
- Provide ethical advice to staff/students/stakeholders that address underlying issues, promoting value-adding insights and recommendations. Develop and implement practical, accessible solutions based on stakeholder needs and a customer first mindset.
- Challenge existing processes by formulating creative and inclusive alternative solutions and benefits. Promote solutions to modernise work practices and ensure alignment with Deakin's strategic direction.
- Plan and prioritises work and critical activities appropriately and recognise barriers to achieving outcomes, finds effective ways to deal with them and evaluate progress. Seek to continuously improve and apply critical learnings from projects and initiatives across the University.

- Build new and productive relationships with a diverse range of potential students, stakeholders or key and influential individuals.
- Establish and demonstrate a high level of learning, energy and commitment. Maintain personal integrity and make decisions consistent with university values.

Selection

- A Degree with subsequent relevant experience; or
- Extensive experience and specialist knowledge or broad knowledge in technical or administrative fields; or
- An equivalent combination of relevant experience and/or education/training. (insert discipline experience)
- Experience in administration and related activities in a large organisation with complex administrative structures, policies and procedures.
- Experience in operating in a high-pressure diverse environment, involving face to face, phone and written issue
- Experience providing services and support in a large organisation
- Experience in operating in a high pressure diverse environment, involving face to face, phone and written issue

Capabilities

- **Emotional Intelligence** manages emotions to positively influence behaviour.
- **Growth Mindset** open to learning and new experiences, invests in development.
- **Collaborates** cultivates collaboration across Deakin, strives for shared outcomes, builds partnerships.
- **Engages Other** establishes effective relationships to achieve shared goals.
- **Plans work** plans the delivery of work while balancing priorities and resources.
- **Improves Work** proactively improves the efficiency and quality of processes and systems.

Special Requirements

- Infrequent work outside business hours is required
- Working with Children Check (refer to Recruitment Procedure)

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.