

### Details

Area	Faculty of Health
Team	Institute of Health Transformation
Location	Burwood
Classification	HEW5
Reports to	Manager, Health Consumers Centre

### 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 Faculty of Health is dedicated to being at the forefront of teaching, learning, creating and social development and fostering cutting-edge research and discovery. IHT places high emphasis on research that makes a difference and is solution-led. We work closely with industry partners and the government to put the findings into practice.

Situated within IHT, the Health Consumers Centre (HCC) aims to engage the community in the health system empowering those with lived experience to be active participants in its improvement. We believe meaningful consumer and community engagement is fundamental to providing safe, quality health care.

The Administration Officer will support the Manager, in establishing a new service within the Institute dedicated to: advocating for the Victorian community and consumers; promoting, supporting and enabling the Victorian community and consumers as partners in health policy, planning, governance, operations, and research; and building capabilities across the health sector in meaningful, effective consumer and community engagement.

### Reporting to the Manager, Health Consumers Centre the incumbent will:

- Manage and prioritise all incoming and outgoing communication (internal and external) via the Mailchimp and the generic Health Consumers Centre email account including managing the Mailchimp database for cleaning, tagging, and updating various distribution lists.
- Coordinate the development of the content for E-Newsletters and ensure presentation and distribution.
- Administer consumer payments including liaison with consumers on payment preferences; completion of forms to activate payments; liaison with finance as well as tracking and reporting.
- Support invoicing and contracting processes and liaising with legal, finance, DRI and other areas of the University as required.
- Support consumer recruitment and coordinate responses to successful and unsuccessful candidates.
- Coordinate all administrative processes for the Centre including the maintenance of existing systems, collation of data to support KPI tracking and contribute to the development of new systems and reports to enhance efficiency and effectiveness of processes.
- Plan and coordinate internal and external events (online and face to face) including room bookings, catering and liaison with participants and clients.
- Proof reading and formatting support for presentations and reports in alignment with IHT and Centre branding guides.
- Support social media monitoring and management including liaison with the HCC and Deakin Research Marketing team on monthly social media planning, design and scheduling and on ad hoc design tasks and promotional activities.
- Coordinate and collate feedback forms/surveys post engagement and training.
- Coordinate the Centre's SharePoint Site liaising with stakeholders to collect information and update relevant sections, taking a proactive approach to ensuring information is accurate.
- Assist with the development of procedures and policies to support the Centre.

### Accountabilities

- Coach, guide and support team members as needed to deliver against individual, team and University goals and 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.
- Role model professional and ethical behaviours. Consult with available sources to gather relevant information and seek the expertise and advice of other people as appropriate.
- Clarify expectations and respond promptly to customer requests, queries, or complaints to ensure customer needs are met to agreed standards and timelines and seek to understand the audience by increasing knowledge of a diverse range of communication needs.
- Present information in a clear and structured way and communicate concisely by focusing on key messages and check that messages delivered are understood and tailor communication style and message according to audience needs
- Actively seek to maintain positive relationship and support team members in times of pressure and change and build productive relationships with a diverse range of existing stakeholders and actively seek to maintain positive relationships.
- Take personal responsibility for meeting goals and objectives and for contributing to an inclusive team environment and take an organised and methodical approach to work, regularly plan time (workday / week / month) according to workload and track progress of work tasks.
- Engage in process improvement activities and adopt new ideas, approaches and changes to work practices and deliver effective and efficient outcomes and outputs against team and operational goals.
- Show initiative and proactively step in to do what is required to achieve goals and contribute feedback and suggestions and identify situations in which change is needed.

### Selection

- Completion of a Degree without subsequent relevant work experience; or a combination of education, training and at least two years subsequent relevant work experience.
- Demonstrated communication and interpersonal skills with some experience in liaison with external stakeholders.
- Demonstrated ability to organise and plan, and to meet rigid and conflicting demands and deadlines, along with the ability to adapt to changed priorities.
- High-level computer skills in multiple software applications, including the Microsoft Office Suite, databases, internet browsers and electronic mail exchange.
- Demonstrate ability to exercise sound judgement, initiative, diplomacy, tact, and discretion as well as proven experience handling sensitive and personal information in a confidential and appropriate manner.
- Experience with basic financial management support.

### Capabilities

- **Communicates** - engages others through persuasive and influential communication.
- **Collaborates** - cultivates collaboration across Deakin, strives for shared outcomes, builds partnerships.

- **Engages Others** - establishes effective relationships to achieve shared goals.
- **Delivers Outcomes** - creates clarity through governance, makes decisions that result in quality outcomes.
- **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**

- This position may require the incumbent to occasionally work outside business hours.
- This position will require the incumbent to travel within Victoria, to attend meetings, training sessions, conferences, and events.
- 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.