

Details

Area	Senior Deputy Vice-Chancellor Academic Portfolio
Team	Academic Governance Standards, Institutional Research and Surveys
Location	Waterfront, Flexible
Classification	HEW level 6
Manager Title	Manager, Institutional Research and Surveys

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 primary purpose of the Surveys Officer is to support the University's unit and teaching evaluations as a part of the Institutional Research and Surveys team, in Academic Governance and Standards. This includes updating the survey wiki and websites, and assisting with infographics and reporting for student surveys, scheduling of surveys and responding to requests for information and data associated with unit and teaching surveys.

Reporting to the Manager, the Surveys Officer will be:

- Responsible for the administration of processes required for the unit and teaching (eVALUate) surveys conducted online each trimester and semester, as well assisting with other surveys.
- Assist in the analyses of survey outcomes and production of high-quality reports, identifying and highlighting issues of strategic importance to the University.
- Creation, manipulation and maintenance of survey datasets.
- Provide support, training and advice on the use of the online survey tool used for eVALUate and of reporting used by stakeholders.
- Extract data from the Deakin data warehouse and Deakin's student management system Callista to develop survey populations and samples for eVALUate.
- Coordinate the survey field period including developing schedules, sampling, mailing lists and reminders.
- With assistance develop and maintain SPSS syntax for the analysis of eVALUate data.
- Actively contribute to reporting and strategic insights in relation to student feedback and survey data to support the manager in briefing executives and insight reporting.
- Assist with maintaining and developing the Institutional Research and Surveys wiki and website and any other duties as directed, commensurate with the scope and classification of the position.
- Ensure the implementation of all University policies that relate to the areas for which the position is responsible, in particular, those relating to equal opportunity, occupational health and safety, risk management, staff development and staff performance planning and review.

Accountabilities

- Prioritise work and critical activities, evaluate progress, recognise barriers to achieving outcomes and find effective ways to deal with them.
- Proactively identify opportunities for improvement and take action and actively seek feedback from colleagues and stakeholders on things that are working well and areas for improvement.
- Work collaboratively with team members to facilitate growth and development and proactively offer support, coaching, help and advice to others within and across teams.
- Build rapport with people outside of immediate team in ways that are respectful and inclusive of others and demonstrate an understanding of how all the different areas of the University interrelate and how own area fits in.
- Modify behaviour based on self-awareness and feedback to improve personal impact. Focus on personal emotional wellbeing. Adapt well to change and displays a positive outlook in stressful situations.
- Actively seek information to better understand the customer's perspective, follow through and deliver on promises, respond to feedback with openness and transparency and seek to identify ways to better service the customer.
- Build productive relationships with a diverse range of potential students or stakeholders and communicate with confidence using examples to increase understanding and support.

Selection

- A Degree (preferably in a quantitative or analytical discipline) 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.
- Demonstrated ability to write reports and briefings, including curiosity and interest in translating data into insights and creating data visualisations or infographics.
- Strong organisational skills with the ability to prioritise workload and meet deadlines, including coordinating tasks with a variety of people.
- High level computer literacy, particularly in the use of Excel spreadsheets, databases and word processing packages.
- Friendly and approachable with an ability to build stakeholder relationships with a variety of people across the university and experience working effectively as a member of a small dynamic team.
- Highly developed analytical, oral and written communication skills, and a high level of attention to detail.
- Capability in statistical reporting and analysis, including the manipulation of data from a variety of sources
- Experience in surveys or student evaluations would be highly regarded. (*Desirable)

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 internationally to attend conferences, events and to represent the university.
- This position requires the incumbent to hold a current Working with Children Check

Capabilities

- **Growth Mindset** open to learning and new experiences, invests in development.
- **Collaborates** cultivates collaboration across Deakin, strives for shared outcomes, builds partnerships.
- **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.
- **Engages Other** establishes effective relationships to achieve shared goals.
- **Improves Work** proactively improves the efficiency and quality of processes and systems.

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.