

Details

Area	Deputy Vice-Chancellor Academic Portfolio
Team	Academic Governance and Standards
Location	Geelong Waterfront Campus
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 Research Officer is responsible for supporting Deakin's Quality indicators in Learning and Teaching (QILT), and eVALUate surveys within the Institutional Research and Surveys Team. Implementing a range of agreed communications and managing survey timelines under the guidance of the Manager, Institutional Research and Surveys. The position works with internal and external stakeholders across a wide range of activities to support the effectiveness of surveys including delivering on survey fieldwork deadlines and communications, data analysis and administration. The Research Officer will follow the QILT standard procedures that are used for collecting student feedback at Deakin.

Reporting to the Manager, Institutional Research and Surveys the Research Officer will

- Provide a range of services to the surveys team, including fieldwork communications and response rates, creating population files, data quality and coding checks.
- Support QILT survey administration and meeting deadlines.
- Administer and continuously improve survey promotions, including student and stakeholder communication.
- Deliver effective and efficient documentation of procedures related to survey communication and fieldwork. Engage in process improvement activities and adopt new ideas to improve communications for major surveys, student and stakeholder engagement.
- Ensure that databases and contact lists are maintained using information available from internal and external sources.
- Some analysis of data sets and creation of data visualisations in conjunction with other team members

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.
- Act as a coach, work with team members to facilitate growth and development and proactively offer support, 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 stakeholders and communicate with confidence using examples to increase understanding and support.

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 (in quantitative or social science)
- Experience in working with data and data cleaning from a range of sources.
- Experience in meeting project deadlines and communications to stakeholders of projects.
- High level computer literacy particularly Excel, Word and PowerPoint.

Capabilities

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