

Details

Area	University Services Portfolio
Team	Digital Services
Location	Geelong Waterfront Campus
Classification	HEW 10+
Manager Title	Chief Information and Digital 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 Associate Director, Strategic Digital Programs reports directly to the Chief Information and Digital Officer and provides high-level strategic advice and acts as an adviser on a diverse range of strategic and operational matters across Digital Services. Your leadership will be integral to the success of Digital Services, ensuring alignment with university goals and objectives.

- Lead, mentor, and inspire a team of skilled professionals, fostering a collaborative and high-performance work environment. Provide guidance and support to team members in delivering strategic initiatives, ensuring their growth and development.
- 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.
- Contribute to the development of the strategic direction for Digital Services, in alignment with the wider University Services portfolio and create a shared sense of purpose by demonstrating how elements of the strategy fit together and contribute to higher-level goals.
- Undertake objective, critical analysis and distil the core issues. Break through problems and weigh up options to identify solutions. Explore responsibilities and creative alternatives.
- Provide advice that is considered critical to area and affect the overall direction, thrust and development of significant programs.
- Partner with the Transformation Office and key stakeholder on projects such as the Our Workplace project.
- Confidently present messages in a clear, concise, and articulate manner. Translate information for others, focus on key points and use appropriate, unambiguous language.
- Collaborate closely with various stakeholders and across the University to ensure alignment and successful delivery of initiatives.
- Act as a representative of Digital Services, providing input and insights into executive-level discussions and decisions.
- Develop and implement strategic initiatives that align with Deakin's goals and future needs. Collaborate with cross-functional teams to identify opportunities for improvement.
- Coordinate strategic content to ensure consistency and strategic alignment with Digital Services objectives.
- Establish and maintain strong relationships with key stakeholders across the University.

Accountabilities

- Establish benchmarks for team performance while flexibility managing resource limitations and time constraints. Display flexibility in responding to evolving demands. Foster an environment of continuous learning, encouraging team members by assigning responsibilities and tasks that empower them.
- Provide clear, constructive, and timely feedback in a manner that encourages learning and facilitates resolution. Grasp the strategic objectives and align activities accordingly, with a focus on long-term consequences.
- Define unambiguous performance standards and offer timely praise and recognition. Address under-performance promptly. Assume personal accountability for meeting objectives and driving progress. Exhibit proactive initiative by stepping in and fulfilling required tasks. Demonstrate unwavering commitment and drive towards goal achievement.
- Operate within the parameters of university objectives and professional standards. Contribute to Digital Services' strategic direction and foster a collective sense of purpose by illustrating the integration of strategy components and their contribution to higher-level goals.
- Provide advice to senior leaders, influencing the overall direction, focus, and advancement of substantial programs. Monitor the external higher education landscape to inform the continual evolution and relevance of programs, systems, and processes.
- Maintain an unwavering focus on quality control. Foster a proactive approach in addressing stakeholder concerns to successfully deliver agreed-upon key projects.

Selection

- Qualifications and experience commensurate with appointment at level.
- Extensive experience conceptualising, developing and implementing contemporary solutions, strategies and services to achieve a large organisation's objectives.
- A sound knowledge and understanding of contemporary relevant discipline practices.
- Demonstrated capacity to build and maintain strong and productive relationships with internal and external partners and customers.
- Proven ability to exercise judgement, influence others, be flexible and adaptive to environmental changes and priorities, and gain support for new plans, programs or initiatives.
- Highly developed consulting, interpersonal, communication (written and oral) and presentation skills
- Demonstrated capacity for analytical and conceptual thought in the diagnosis of problems and in providing innovative, timely, relevant and practical solutions.
- Demonstrated ability to develop collaborative work teams and proven capability to achieve quality customer service to clients and quality improvement to a wide range of practices and services.

Capabilities

- **Collaborates** cultivates collaboration across Deakin, strives for shared outcomes, builds partnerships.
- **Engages Other** establishes effective relationships to achieve shared goals.
- **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 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.