

### Details

Area	Deputy Vice-Chancellor Academic Portfolio
Team	University Library, Library Services
Location	Flexible
Classification	HEW level 7
Manager Title	Manager, University Records

### 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 Coordinator, Records Platforms supports the delivery of high-quality records management services to the University by configuring, monitoring and managing the University's EDRMS and other records platforms, to meet legislation and regulatory standards. The role works with the Senior Coordinator University Records to identify and assess record sets across the university and develop sophisticated solutions to ensure their effective capture and ongoing management, in line with university policy and records compliance requirements. The incumbent is responsible for managing existing, and developing new, system integrations with other business systems and technical system enhancements to deliver on records management requirements.

Reporting to the Manager, University Records the Coordinator will

- Configure, develop, monitor and manage the University's EDRMS and other records platforms to deliver high quality records management outcomes in line with university policy and compliance requirements, including managing upgrades and enhancements to the systems.
- Monitor and manage integrations between records platforms and business systems, and develop technical solutions to meet operational and strategic needs, and records compliance requirements.
- Build new and productive relationships with a diverse range of potential stakeholders inside and outside the University to understand Deakin staff operational needs and be able to provide best practice, sophisticated solutions for them.
- Develop, coordinate and implement the provision of training and support programs for EDRMS and records platforms users, including overseeing the EDRMS helpdesk and the provision of self-help materials.
- Manage, analyse, and run reports on the data in the EDRMS and other records platforms to identify issues, trends and areas for improvement.
- Oversee the improvement of data quality in the EDRMS and other records platforms, recommending data quality improvement programs and ensuring a high quality of metadata capture.
- Work with the Senior Coordinator University Records, in line with direction from the Manager of University Records, to develop a strategic direction for records platforms in support of overall records management strategy and university policy.
- Coordinate and manage high level and complex technical helpdesk requests to ensure timely completion and customer satisfaction.

### Accountabilities

- Distil the core issues from complex information and draw accurate conclusions and present logical arguments that address the core issues. Condense complex information and next steps into simple concise terms that others can understand.
- Draw on a diverse range of people, groups and resources to identify new ways of doing things and use knowledge of innovation principles to analyse current processes and practices.
- Establish and demonstrate a high level of learning, energy and commitment and welcome feedback from others and use this feedback to improve learning.
- Prioritise work and critical activities, evaluate progress, identify relevant solutions and select the most appropriate from the range of alternatives. Challenge existing processes by formulating creative and inclusive alternative solutions and benefits.
- Identify situations in which change is needed and understand and communicate the reasons for the change. Implement change through appropriate channels and overcome obstacles to change.
- Give balanced, constructive feedback that takes in to account individual capability and supports team performance. Ensure team members responsible for implementing work priorities have role clarity, the authority to act and feel empowered and supported to act. Implement strategies to promote positive emotional wellbeing across the team.
- Actively seek feedback from customers regarding their satisfaction with products or services received. Respond to feedback with openness and transparency and seek to identify ways to better service the customer.
- Build new relationships with key and influential individuals both within and outside the University.

### Selection

- A Degree in records management, information systems or a related field, with subsequent relevant experience; or extensive experience and specialist knowledge or broad knowledge in technical or administrative fields.
- Extensive experience in managing an EDRMS and/or other records management platforms.
- Understanding of Public Record Office Victoria standards and retention schedules, and how they are applied and implemented in records systems.
- Proven experience developing and managing training programs and/or helpdesk services.
- High level analytical skills and ability to develop and implement practical solutions to complex problems.
- Proven experience with digital recordkeeping, and automated records capture and management.
- Experience working in large, complex environments, and influencing across all levels

### 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.
- **Innovates** creates an environment where creativity and innovation are valued.
- **Improves Work** proactively improves the efficiency and quality of processes and systems.

### Special Requirements

- This position will require the incumbent to regularly travel within Victoria between campuses.
- This position may require the incumbent to travel from time-to-time within Victoria and interstate.
- 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.