

Position Description

Student Adviser – Contact Centre



Details

Area	Deputy Vice-Chancellor Academic Portfolio
Team / School	Student Service Operations/Student Services
Employment	Continuing, Full-Time (Flexi-span)
Location	Burwood
Classification	HEW 5
Manager Title	Student Central Hub Coordinator

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.

At Deakin we value diversity, embrace difference and nurture an inclusive, safe and respectful community. Deakin is an Employer of Choice for Gender Equality, a SAGE Athena SWAN Bronze Award holder, seeking gender equity for Women in STEMM, and a Silver Award holder in the Australian Workplace Equality Index for LGBTQ inclusion. We strongly encourage applications from Aboriginal and Torres Strait Islander people and people of all cultures, abilities, sexualities and genders.

[Strategic Plan – Deakin 2030: Ideas to Impact](#)

[Benefits of working at Deakin](#)

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Overview

Provide advice, support and administrative services within the Contact Centre that improves the student experience and engages our students to facilitate their success.

Accountabilities

- Create practical, simple and accessible solutions to student enquiries and problems after considering multiple perspectives
- Consult with available sources to gather relevant information on student services and seek the expertise and advice of other people as appropriate
- Contribute feedback and suggestions and identify situations in which change is needed to improve student services policy and practice
- 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
- Clarify expectations and respond promptly to student requests, queries, or complaints to ensure student needs are met to agreed standards and timelines
- Provide advice to students and make appropriate referrals to other areas of the University
- Build productive relationships with a diverse range of existing stakeholders and actively seek to maintain positive relationships
- Present information in a clear, structured, concise and tailored way by focusing on key messages and check that messages are understood and meet audience needs

Selection

Qualifications and experience

- Completion of a Degree without subsequent relevant work experience; or
- A combination of relevant work experience and/or education and training
- Experience in a high-volume front-line customer service environment and broad knowledge in administrative fields
- Experience using multiple systems

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Capabilities

- **Service Culture:** Considers other perspectives in making decisions and providing advice; strives to exceed expectations
- **Consulting and Advice:** Provides expert and valued advice; supports achievement of outcomes for stakeholders
- **Collaboration:** Proactively supports working together, shares ideas and provides constructive feedback; respects and values others
- **Emotional Intelligence:** Recognises emotions in self and others; uses emotional cues to guide thinking and behaviour
- **Personal Resilience:** Maintains composure and focus under pressure, adapts to changing situations and recovers from setbacks
- **Continuous Improvement:** Proactively improves the efficiency and quality of existing materials processes and systems

Special Requirements

- Working with Children Check (refer to Recruitment Procedure)
- Infrequent work outside of hours is required
- Flexible Ordinary Hours Span (10.15am to 7.00pm) Monday - 10.15am to 7.00pm Tuesday, Wednesday and Thursday – 10.20am to 7.00pm, Saturday and 10.00am to 2.00pm

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.