

Surveys Officer



Faculty/Portfolio	CFO
School/Centre	Strategic Intelligence and Planning Unit
Basis of Employment	Full-time (36.75 hours per week) and continuing
Primary Location of Work	Geelong Waterfront Campus
Classification	HEW 6
Reporting Line	Manager, Institutional Research and Surveys

ABOUT DEAKIN

Deakin University is proud to be recognised as an organisation that offers a friendly, supportive and challenging working environment. Our staff are committed to making a genuine difference to people's lives through excellence in education and research. We acknowledge the importance of providing a dynamic and diverse working environment and offer variety in day-to-day roles as well as professional development opportunities to assist staff to grow and progress their careers. Deakin University staff have the opportunity to interact with colleagues from a diverse range of cultures and professional backgrounds, all of whom share a common interest in lifelong learning.

Deakin is Australia's sixth largest university and ranks first in Victoria for both student satisfaction. Deakin operates five campuses; the Cloud Campus, Melbourne Burwood Campus, Geelong Waurn Ponds Campus, Geelong Waterfront Campus, and the Warrnambool Campus. We have corporate centres in Melbourne's CBD, and at the Burwood, Waterfront and Waurn Ponds campuses, as well as offices in South Asia, China, Indonesia, Latin America, Europe, Malaysia, Vietnam, Pakistan and Singapore.

WHY WORK FOR OUR UNIVERSITY?

[Strategic Intelligence and Planning Unit](#)

[Benefits of working at Deakin](#)

[Deakin's Strategic Plan – LIVE Agenda](#)

DEAKIN'S PROMISE TO EQUITY, DIVERSITY AND INCLUSION

At Deakin we value diversity, embrace difference and nurture a connected, safe and respectful community. Deakin is an Employer of choice for Gender Equality, a proud member of the SAGE Athena SWAN program seeking gender equity for Women in STEMM, and a Gold award holder in the Australian Workplace Equality Index for LGBTI inclusion. We strongly encourage applications from Aboriginal and Torres Strait Islander people and people of all cultures, abilities, sex and genders.

deakin.edu.au/about-deakin/careers-at-deakin



POSITION OVERVIEW

The primary purpose of the Surveys Officer is to support the University's unit and teaching evaluations as a part of the surveys team. The Research Officer also supports other key strategic surveys and assists in implementing the Survey Evaluation Framework. This includes assisting with online survey software such as Qualtrics, 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 surveys.

Key Relationships:

Internal	<p>The Strategic Intelligence and Planning Unit (SIPU) is responsible for the provision of accurate and timely management information and policy advice to the Executive and staff of Deakin University. The Unit is also responsible for integration of student load and resource planning, management of University surveys, provision of business intelligence capabilities and coordination of external reporting requirements.</p> <p>The Surveys Officer reports to the Manager, Institutional Research and Surveys and works closely with the Surveys Analyst and Coordinator as an integral member of the team of staff supporting the work of the Unit.</p> <p>The position has daily contact with staff within the Strategic Intelligence and Planning Unit and will have regular contact with staff in faculties and divisions, including professional and academic staff, as well as regular contact with esolutions staff concerned with survey software updates and maintenance.</p>
External	<p>This position may have some contact from time to time with government and external bodies such as the Social Research Centre (SRC), the Australian Department of Education and Training (DET), the Australian Council of Educational Research (ACER), Universities Australia (UA), and also survey officers in other tertiary institutions.</p>

PRIMARY RESPONSIBILITIES

- Responsible for the administration of processes required for the unit and teaching (eVALUate) surveys conducted online each trimester and semester, and assisting with other strategic 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 (eVALUate and Qualtrics) and survey data to various staff.
- Extract data from the Deakin data warehouse and Deakin's student management system Callista to develop survey populations and samples.
- Coordinate the survey field period including developing schedules, sampling, mailing lists and reminders.
- Develop and maintain SPSS syntax for the analysis of survey 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.

ABOUT YOU

To be successful at Deakin you are willing to enthusiastically embrace the Deakin Offer and Promise as expressed in the Deakin University Strategic Plan, and must share the University's values.

You will be a person who is ambitious for Deakin University's success and optimistic about its future; and will display diligence, have great resolve and a focus on producing results.

SELECTION CONSIDERATIONS

Qualifications and Experience:

- A relevant degree, preferably in a quantitative or analytical discipline with subsequent relevant experience; or an equivalent combination of relevant experience and/or education/training.

Capabilities and Personal Attributes:

- Expertise in the quantitative analysis, statistical reporting and analysis, including the manipulation of data from a variety of sources.
- Demonstrated ability to draft and 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 standard 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.
- Experience in surveys or student evaluations would be highly regarded. (*Desirable)

SPECIAL REQUIREMENTS

- Working With Children Check (refer to Recruitment Procedure)

DISCLAIMER

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.