

Position Description

Coordinator, Operations



Details

Area	Faculty of Arts and Education
Team	Centre of Humanitarian Leadership (CHL)
Location	Melbourne Burwood campus
Classification	HEW level 7
Manager Title	Manager, Projects and Grants

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](#)

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Overview

The Centre for Humanitarian Leadership (CHL) is an innovative collaboration between Deakin University and Save the Children Australia that combines good humanitarian practice with academic rigour to transform and disrupt the humanitarian system.

CHL's mission is to lead and influence change within the humanitarian system through critical analysis, transformational and disruptive education and research, and meaningful contributions to policy and practice. CHL envisions a diverse humanitarianism that embraces the agency of affected people and promotes distributed power, social justice, and equity.

The Coordinator, Operations, coordinates the delivery of operational services in the Centre including but not limited to human resources, finance, travel management including insurance, compliance with university process, partnerships support, infrastructure, information management and preparation of contracts for consultancy projects and other vendors. The role requires strategic thinking, attention to detail, and the ability to manage several competing priorities simultaneously. The position works closely with stakeholders to deliver the best result for the local area and the broader university.

Reporting to the Manager, Projects and Grants the Coordinator, Operations will:

- Coordinate CHL's workforce requirements by liaising with Deakin's People and Culture team, CHL team members, Save the Children HR, and external stakeholders, including operational management of 60+ external consultants.
- Manage CHL's travel-related processes, ensuring compliance with Deakin policies and procedures. Support staff and consultants with travel arrangements and independently liaise with internal and external stakeholders to ensure smooth and efficient execution.
- Maintain CHL's external contracts and partnerships database, coordinating updates with Deakin and other stakeholders.
- Implement and maintain information management procedures for the Centre, delivering regular training and monitoring compliance across the team.
- Oversee procurement processes for CHL, ensuring compliance with Deakin's policies and working closely with internal stakeholders.
- Provide financial administration support, including processing payments, raising invoices, and managing expenses and associated records.
- Coordinate operational planning activities, including monitoring workforce and travel arrangements, and ensuring alignment with risk and compliance requirements. Liaise with Deakin's Risk and Compliance team to ensure all activities are approved and meet institutional standards.
- Provide secretariat support for CHL's governance bodies, including the Centre Leadership Team and Centre Executive Committee, by managing meeting logistics, preparing agendas, and recording minutes.
- Collaborate closely with internal and external stakeholders to identify and implement change to support operational requirements of the Centre and improve service delivery.

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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 business, commerce or arts with relevant work experience, or an equivalent combination of relevant experience and/or education/training preferred.
- Extensive experience in an administration coordination or management role, preferably within a tertiary institution, research institute, NGO or similar organisation managing operational functions and initiating and or leading operational projects to deliver process efficiency.
- Experience with HR and operations processes, in a high volume and high-pressure diverse environment.
- Experience with University and/or NGO financial systems for financial management including accounts payable and receivable.
- Experience with governance for a board/ executive committee.
- Understanding and experience of humanitarian work and humanitarian environments and knowledge of associated educational and research funding environment.
- Experience working collaboratively and effectively with multiple internal and external stakeholders and/or clients from business, government or community sectors
- Experience negotiating new agreements
- Proficiency in a second language (French, Spanish, Arabic or other) is desirable
- Experience or knowledge of adult or vocational education, capacity building in an NGO setting, or teaching in higher education is desirable
- Specific knowledge of institutional or foundation donor regulations such as USAID, DFAT, Gates Foundation and UN Agencies and/or specific knowledge of Australian Government grant regulations is desirable.

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Capabilities

- **Authenticity** leads with values and in an open, transparent and consistent way.
- **Growth Mindset** open to learning and new experiences, invests in development.
- **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.
- **Improves Work** proactively improves the efficiency and quality of processes and systems.

Special Requirements

- This position may require the incumbent to occasionally work outside business hours.
- This position may require the incumbent to travel from time-to-time within Victoria, domestic and/or international to attend conferences, events and to represent the university.
- 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.