

### Details

Area	Deputy Vice Chancellor Academic Portfolio
Team	Student Services / Prospective Students
Location	Flexible, all campuses
Classification	HEW level 5
Reports to	Team Leader, Admissions

### 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](#)

# Position Description

## Officer, Admissions



### Overview

Assist with and respond to customer enquiries, provide timely and accurate advice and administrative support to the admission and RPL function.

Reporting to the Team Leader, Admissions this role will:

- Respond promptly to requests, queries, or complaints to ensure client needs are met to agreed standards and timelines
- Undertake administrative tasks and services relating to admissions and RPL
- Provide advice and make appropriate referrals to other areas of the University as appropriate
- 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
- Take personal responsibility and show initiative to meeting goals and objectives contributing to an inclusive team environment
- Adopt new ideas and approaches and learn from various points of view and confirm understanding
- 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

### Accountabilities

- Coach, guide and support team members as needed to deliver against individual, team and University goals and 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.
- Role model professional and ethical behaviours. Consult with available sources to gather relevant information and seek the expertise and advice of other people as appropriate.
- Clarify expectations and respond promptly to customer requests, queries, or complaints to ensure customer needs are met to agreed standards and timelines and seek to understand the audience by increasing knowledge of a diverse range of communication needs.
- Presents information in a clear and structured way and communicates concisely by focusing on key messages and checks that messages delivered are understood and tailor communication style and message according to audience needs
- Actively seek to maintain positive relationship and support team members in times of pressure and change and build productive relationships with a diverse range of existing stakeholders and actively seek to maintain positive relationships.
- Take personal responsibility for meeting goals and objectives and for contributing to an inclusive team environment and take an organised and methodical approach to work, regularly plan time (workday / week / month) according to workload and track progress of work tasks.
- Engage in process improvement activities and adopts new ideas, approaches and changes to work practices and deliver effective and efficient outcomes and outputs against team and operational goals.
- Shows initiative and proactively steps in to do what is required to achieve goals and contribute feedback and suggestions and identify situations in which change is needed.

### Selection

- Completion of a Degree without subsequent relevant work experience; or
- Completion of an Associate Diploma and at least two years subsequent relevant work experience; or
- Completion of a Post-Trades Certificate or Advanced Certificate and extensive relevant experience as a Technician; or
- An equivalent combination of relevant experience and/or education/training
- Experience in administration and related activities and services in a large organisation with complex administrative structures, policies, and procedures

# Position Description

## Officer, Admissions



### Capabilities

- **Growth Mindset** open to learning and new experiences, invests in development.
- **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.
- **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 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.