

Details

Area	Faculty of Arts and Education
Team	School of Communication and Creative Arts
Employment	Fixed Term and Full-time
Location	Melbourne Burwood campus
Classification	HEW level 6
Reports to	Senior Operations 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.

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 Operations Coordinator, Image coordinates and supervises the provision of high-level technical support to staff and students, primarily in the areas of darkroom processing, digital imaging, digital printing and multimedia.

The position will coordinate the efficient running of the Media Resource Centre (MRC), ensuring equipment is in good working condition and the facilities remain highly functional.

Reporting to the Senior Operations Coordinator the Operations Coordinator, Image will:

- Provide specialist technical advice, general instruction and support to staff and students regarding the use of complex equipment, production/exhibition spaces and procedures in the following areas:
 - Creative production and associated equipment including, but not limited to, cameras, lighting, light meters, copy-stands, film and scanners, enlargers, digital printers and screen/projection/audio devices.
 - Production spaces related to lighting studios, darkroom, creative studios and galleries.
- Coordinate the operations of the Creative Arts and Design disciplines, including the supervision of technical staff, provision of expert advice for equipment purchasing and evaluating developments in new technologies.
- Coordinate the successful operations and maintenance of the School's Creative Arts and Design facilities, including space preparations, scheduling of resources, and exhibition of work.
- Provide advice to assist students in exploring the aesthetic and technical possibilities of new digital media and promote opportunities for students and staff to develop content across multiple digital platforms, including post-production activities.
- Plan and oversee the general administration, customer service and technical support of the equipment loans system, including bookings, returns and maintenance of an equipment inventory and tracking system.
- Coordinate the repair and maintenance of related equipment in accordance with OH&S and University policies and procedures.
- Liaise with stakeholders and suppliers, obtain quotes, receive goods and invoices, and track and submit spending acquittals through the Deakin finance system.
- Engage in process improvement activities and adopt new ideas to continually provide specialist technical advice and solutions for staff and students.
- Establish and maintain strong relationships with the internal team and other stakeholders across the University.

Accountabilities

- Ensure people responsible for implementing work priorities have role clarity, the authority to act and feel empowered and supported. Act as a coach and work with team members to facilitate growth and development by giving balanced, constructive feedback considering individual capability and team performance. Implement strategies to promote positive emotional wellbeing across the team and regularly reflect on own behaviour.
- Plan and oversee projects/activities to deliver sustainable outcomes and value within constraints of time, cost and quality. Understand and integrate perspectives held within different areas of the University and put plans in place to build collaboration, mutually beneficial ethical alliances and develop common goals.
- Bring a strong customer mindset. Strive for excellence and consult regularly with staff/students/stakeholders to clarify who requires the information, the purpose for which it is required, criteria for success and where and when advice and recommendation is required. Respond to feedback from stakeholders regarding their satisfaction and perspective with services received with openness and transparency.
- Provide ethical advice to staff/students/stakeholders that address underlying issues, promoting value-adding insights and recommendations. Develop and implement practical, accessible solutions based on stakeholder needs and a customer first mindset.
- Challenge existing processes by formulating creative and inclusive alternative solutions and benefits. Promote solutions to modernise work practices and ensure alignment with Deakin's strategic direction.
- Plan and prioritises work and critical activities appropriately and recognise barriers to achieving outcomes, finds effective ways to deal with them and evaluate progress. Seek to continuously improve and apply critical learnings from projects and initiatives across the University.
- Build new and productive relationships with a diverse range of potential students, stakeholders or key and influential individuals.
- Establish and demonstrate a high level of learning, energy and commitment. Maintain personal integrity and make decisions consistent with university values.

Selection

- A Degree with subsequent relevant experience; or
- Extensive experience and specialist knowledge or broad knowledge in technical or administrative fields; or
- An equivalent combination of relevant experience and/or education/training.
- Extensive technical experience and management expertise in a relevant area; including, but not limited to, photography, visual arts and digital technology. An interest in the use of production equipment, in a creative arts context.
- Experience providing services and support in a large organisation with complex administrative structures, policies and procedures.
- Experience in operating in a high-pressure diverse environment, involving face to face, phone and written issue.

Operations Coordinator, Image

- Excellent interpersonal and communication skills with the ability to communicate at different levels.
- Experience in assessing and/or completing routine maintenance of specialised facilities and equipment.
- Proven success in leading technical and production teams; providing leadership, with a focus on efficient time-management, prioritising competing tasks and high-level organisational ability.
- Experience with Adobe Creative Cloud suite, including Photoshop and InDesign.
- Advanced skills in the use of photographic equipment, including digital equipment and printing; as well as understanding of trends in new and emerging technology.
- Sound knowledge of diagnosing and troubleshooting related equipment
- Knowledge of maintaining a computerised database for equipment inventory and tracking.
- Knowledge, understanding and appreciation of Aboriginal Torres Strait Islander cultures and contemporary issues is desirable.

Capabilities

- **Emotional Intelligence** manages emotions to positively influence behaviour.
- **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.
- **Plans work** plans the delivery of work while balancing priorities and resources.
- **Improves Work** proactively improves the efficiency and quality of processes and systems.

Special Requirements

- Infrequent work outside business hours is required (e.g. work at evening or weekend events is required).
- Frequent travel will be required to other Deakin campuses.
- Working with Children Check (refer to Recruitment Procedure)

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.