

# Position Description

## *Coordinator, People Operations*



### Details

Faculty or Portfolio	People Services
Team	People Operations
Employment	Fixed term
Location	Flexible
Classification	HEW 7
Manager	Manager, People Operations

### 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).

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

This position will provide a high level of employment lifecycle advice and support to leaders and teams to enhance the employee experience and resolve complex issues in a timely manner. Using best practice approaches and developing new initiatives to provide a contemporary advisory service to Deakin staff. This position will also need to develop key relationships across People Services and People and Culture to enhance the quality of the service provided to all leaders and teams.

### Responsibilities

- Provide accurate and timely advice for general employment lifecycle queries and issues and distil the core issues from complex information, while drawing accurate conclusions
- Condensing complex information and next steps into simple concise terms for clients and consult a diverse range of stakeholders and experts, to gain a broader and deeper understanding of a specific issue
- Investigate and probe for the facts and identify relevant solutions and selects the most appropriate from the range of alternatives
- Promote technical solutions to modernise work practices and ensure alignment with Deakin's strategic direction
- Use analytics to identify key trends and themes to facilitate better decision-making and problem-solving
- Seek feedback on improvement opportunities from a diverse range of key stakeholders and implement change through appropriate channels and overcomes obstacles to change
- Challenge existing processes by formulating creative and inclusive alternative solutions and benefits
- Plan and prioritise work and critical activities appropriately and recognise barriers to achieving outcomes, finds effective ways to deal with them and evaluates progress
- Strive for excellence and establish short to mid-term operational plans to meet Deakin's strategic priorities
- 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, in alignment with Deakin's code of conduct and core university strategies and policies that promote a safe, sustainable and productive working environment.

### Selection

#### *Qualifications and experience*

- A Degree with at least 4 years subsequent relevant experience; or
- Extensive experience and management expertise in technical or administrative fields; or
- An equivalent combination of relevant experience and/or education/training within the human resources field

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### Capabilities

- **Navigating Complexity:** Proactively and quickly making sense of complex issues; responding effectively to difficult and ambiguous situations
- **Consulting and Advice:** Provides expert and valued advice; supports achievement of outcomes for stakeholders
- **Service Culture:** Considers other perspectives in making decisions and providing advice; strives to exceed expectations
- **Learning Agility:** Learns from experiences; applies learnings to perform successfully in new situations
- **Continuous Improvement;** Proactively improves the efficiency and quality of existing materials processes and systems
- **Collaboration:** Proactively supports working together, shares ideas and provides constructive feedback; respects and values others

### Special Requirements

- 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.