

Details

Area	Deputy Vice Chancellor Academic Portfolio
Team	Student Services
Location	Flexible, all campuses
Classification	HEW level 7
Manager Title	Manager, Training and Business Improvement

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 role will assist in analysing business processes and workflow requirements to ensure the delivery of high-quality, efficient, and effective services within Student Services. The position supports process improvements and facilitates operational enhancements by working closely with stakeholders and contributing to the identification of areas for refinement.

Reporting to the Manager, Training and Business Improvement, this role will contribute to continuous improvement initiatives and assist in maintaining performance standards.

- Support process improvement initiatives: Assist in identifying and prioritizing opportunities for process enhancements and operational improvements, collaborating with teams to implement changes effectively.
- Monitor performance metrics: Track and report on key performance indicators, assessing service efficiency and supporting continuous improvement efforts by developing reusable tools and resources.
- Simplify complex information: Help identify core issues within complex business processes and condense information into clear, concise terms for stakeholders to understand and act upon.
- Gather and document business requirements: Collaborate with stakeholders to collect, document, and analyze business needs and improvement opportunities, ensuring that solutions align with operational goals.
- Facilitate stakeholder feedback: Actively seek feedback from colleagues and stakeholders on current processes, identifying areas for improvement and assisting in the implementation of refinements.
- Support relationship-building efforts: Assist in fostering productive relationships with diverse stakeholders, including students, university staff, and external partners, to ensure alignment on process improvements.
- Contribute to practical improvement solutions: Assist in developing and implementing accessible, practical solutions based on stakeholder feedback and operational needs.
- Strive for service excellence: Regularly consult with stakeholders to clarify criteria for success and ensure that advice and recommendations are provided where necessary to improve services.
- Assist in effective communication: Support the communication of findings and recommendations, using clear and concise language to ensure understanding and stakeholder buy-in.

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 with substantial 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.
- Relevant experience in project management or business improvement methodologies
- Experience gathering, documenting and managing user requirements
- Knowledge of systems, process and business improvement capabilities
- Experience designing effective solutions to complex business and technical problems

Capabilities

- **Emotional Intelligence** manages emotions to positively influence behaviour.
- **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.
- **Innovates** creates an environment where creativity and innovation are valued.
- **Improves Work** proactively improves the efficiency and quality of processes and systems.

Special Requirements

- 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.