

# Position Description

## *Coordinator, Reception*



### Details

Area	Partnerships
Team / School	Deakin Residential Services
Location	Geelong Waterfront
Classification	HEW 6
Manager Title	General Manager

### 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

Manage the residential reception, ensuring students receive excellent customer service and are connected with any specialist services they need. Lead and develop a team of Reception Officers and Casual team members to ensure reception coverage. Applying experience and feedback to contribute to the continual improvement and efficiency of residential operational and applications processes.

### Accountabilities

- Coordinate the provision of first point of call assistance to student residents who may be in need, and referral to appropriate services
- Establish and demonstrate a high level of learning, energy and commitment and maintain personal integrity and make decisions consistent with DRS and University values
- Plan and prioritises work and critical activities appropriately and recognises 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
- Seek feedback from clients regarding their satisfaction and perspective with products or services received, respond to feedback with openness and transparency and seek to identify ways to better service the customer
- Provide ethical advice to clients that address underlying issues, promoting value-adding insights and recommendations
- Build new and productive relationships with a diverse range of potential students, stakeholders or key and influential individuals both inside and outside the University
- Strive for excellence and consult regularly with clients 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
- Communicate with confidence using examples and the most appropriate influencing technique for a given situation to increase understanding and support
- 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.

### Relationships

- Internal relationships: Residential Services Leadership team, Student Services
- External relationships: Parents, Students, 3<sup>rd</sup> Party Contractors

### Selection

#### *Qualifications and experience*

- A Degree with subsequent relevant experience; or
- Extensive experience and specialist knowledge or broad knowledge in technical or administrative fields
- An equivalent combination of relevant experience and/or education/training.(customer experience, administration)
- Excellent written and communication skills
- Proven ability to deliver exceptional customer service
- Experience working within and reporting against budget targets including occupancy.
- Demonstrated experience meeting and liaising with clients and potential clients.

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### Capabilities

- **Planning and Organising:** Plans, analyses and co-ordinates the delivery of projects while balancing priorities and resources
- **Analysis and Problem Solving:** Sources relevant information; identifies problems and offers sustainable practical solutions
- **Leading Teams:** Uses appropriate methods to support, develop, motivate, and guide the team to achieve successful outcomes
- **Collaboration:** Proactively supports working together, shares ideas and provides constructive feedback; respects and values others
- **Service Culture:** Considers other perspectives in making decisions and providing advice; strives to exceed expectations
- **Communicating with Influence:** Engages and energises others through clear and persuasive communication

### Special Requirements

- Infrequent work outside business hours is required (e.g., work at evening or weekend events is required)
- Drivers Licence desirable
- 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.