

Details

Area	Deputy Vice-Chancellor Academic Portfolio
Team	Student Services (Contact Centre)
Employment	Fixed term
Location	Burwood Campus
Classification	HEW 5
Manager Title	Student Central Hub 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 Student Adviser is responsible for providing advice, support and administrative services that improve the student experience and engage our students to facilitate their success.

Reporting to the Student Central Hub Coordinator, the Student Adviser will

- Provide information, advice and support to students
- Contribute to the implementation of strategies and programs to improve the student experience and contribute to improved ways of working
- Provide resolution to complex student enquiries
- Coordinate and implement a range of administrative services to support students
- Review, evaluate and implement systems, process and practices to improve response times, increase quality, reduce costs and foster a culture of customer service excellence

Accountabilities

- With a customer mindset, clarify expectations and respond promptly to student requests, queries, or complaints to ensure student needs are met to agreed standards and timelines. Provide basic advice to students and make appropriate referrals to other areas of the University
- Collect and analyse information and data from a variety of appropriate sources to solve work problems and present information in a clear, structured, concise and tailored way by focusing on key messages. Ensure information is understood and meets audience needs
- Understand local processes, prepare standard documents, manage records, regularly track progress of work tasks and identify key issues for appropriate escalation
- Engage in process improvement activities and adopt new ideas, approaches and changes to work practices. Show initiative, generate new ideas and shares those ideas with others in the work area to improve process and practice. Contribute feedback and suggestions and identify situations in which change is needed to improve policy and practice
- Use knowledge of continuous improvement principles to analyse current processes and practices and create practical, simple and accessible solutions to problems after considering multiple perspectives
- 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. Coach, guide and support team members as needed to deliver against individual, team and University goals.
- Build productive relationships with a diverse range of existing stakeholders and actively seek to maintain positive relationships.
- 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.

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
- An equivalent combination of relevant work experience and/or education and training
- Experience in administration and related activities in a large organisation with complex administrative structures, policies, and procedures.
- Customer services experience, preferably in a tertiary educational institution
- Knowledge of student/staff policies and procedures in a university environment
- Experience in operating in a high-pressure diverse environment, involving face to face, phone, and written issues.
- Experience providing services and support in a large organisation.

Capabilities

- **Emotional Intelligence** manages emotions to positively influence behaviour.
- **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.
- **Plans work** plans the delivery of work while balancing priorities and resources.

Special Requirements

- This position requires the incumbent to 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.