

# Position Description

## Senior Surveys Officer



<b>Faculty/Portfolio</b>	CFO
<b>School/Centre</b>	Strategic Intelligence and Planning Unit
<b>Basis of Employment</b>	This position is full-time (36.75 hours per week)
<b>Primary Location of Work</b>	Geelong Waterfront Campus
<b>Classification</b>	HEW 8
<b>Reporting Line</b>	Manager, Institutional Research and Surveys

### ABOUT DEAKIN

Deakin University is proud to be recognised as an organisation that offers a friendly, supportive and challenging working environment. Our staff are committed to making a genuine difference to people’s lives through excellence in education and research. We acknowledge the importance of providing a dynamic and diverse working environment and offer variety in day-to-day roles as well as professional development opportunities to assist staff to grow and progress their careers. Deakin University staff have the opportunity to interact with colleagues from a diverse range of cultures and professional backgrounds, all of whom share a common interest in lifelong learning.

Deakin is Australia’s sixth largest university and ranks first in Victoria for both student satisfaction and graduate employment. Deakin operates five campuses; the Cloud Campus, Melbourne Burwood Campus, Geelong Waurn Ponds Campus, Geelong Waterfront Campus, and the Warrnambool Campus. We have corporate centres in Melbourne’s CBD, and at the Burwood, Waterfront and Waurn Ponds campuses, as well as offices in South Asia, China, Indonesia, Latin America, Europe, Malaysia, Vietnam, Pakistan and Singapore.

### WHY WORK FOR OUR UNIVERSITY?

[Strategic Intelligence and Planning Unit](#)

[Benefits of working at Deakin](#)

[Deakin’s Strategic Plan – LIVE Agenda](#)

### DEAKIN’S PROMISE TO EQUITY, DIVERSITY AND INCLUSION

At Deakin we value diversity, embrace difference and nurture a connected, safe and respectful community. Deakin is an Employer of choice for Gender Equality, a proud member of the SAGE Athena SWAN program seeking gender equity for Women in STEM, and a bronze award holder in the Australian Workplace Equality Index for LGBTI inclusion. We strongly encourage applications from Aboriginal and Torres Strait Islander people and people of all cultures, abilities, sex and genders.

## POSITION OVERVIEW

The role of Senior Surveys Officer has responsibility for the management of the University's evaluation framework, including the coordination of internal and external surveys. The position provides high level support and undertakes data analysis and reporting tasks to support the institutional research and survey activities of the Strategic Intelligence and Planning Unit (SIPU). Reports and advice provided by the incumbent will support the Manager, Institutional Research and Surveys and the Director, SIPU in assisting the management of the University to make evidence-based decisions on matters of strategic importance.

### Key Relationships:

<b>Internal</b>	<p>The Strategic Intelligence and Planning Unit (SIPU) is responsible for the provision of accurate and timely management information and policy advice to the Executive and staff of Deakin University. The Unit is also responsible for integration of student load and resource planning, management of University surveys, provision of business intelligence capabilities and coordination of external reporting requirements.</p> <p>The Senior Surveys Officer reports to the Manager, Institutional Research and Surveys and works as an integral member of the team of staff supporting the work of the Unit. The position has no supervisory or budget responsibility.</p> <p>The Senior Surveys Officer is responsible for the scheduling of University surveys that impact on the work of other staff within the Institutional Research and Surveys area. The Senior Surveys Officer provides day to day guidance required to give direction to surveys staff, but has no formal line management responsibilities.</p> <p>The position has daily contact with staff within the Strategic Intelligence and Planning Unit and will have regular contact with staff in faculties and divisions, including Faculty General Managers and Directors. This position will have infrequent contact with members of the Senior Executive.</p>
<b>External</b>	<p>The position will have regular contact with government and external bodies such as the Social Research Centre (SRC), the Australian Department of Education and Training (DET), the Australian Council of Educational Research (ACER), Universities Australia (UA), and will also liaise with survey officers in other tertiary institutions.</p>

## PRIMARY RESPONSIBILITIES

- Analyse survey data and provide timely reports for senior staff and other audiences as appropriate.
- Review, plan and administer the University's core surveys, with a focus on those associated with the Quality Indicators in Learning and Teaching (QILT).
- Manage and schedule resources to ensure that survey timetables and deadlines are adhered to.
- Continually improve centralised databases and reporting processes for the efficient and effective coordination of distribution of survey results. This includes the use of web-based technologies.
- Interpret and implement university policy and procedure in relation to Deakin surveys as well as, external survey guidelines. Develop and maintain internal survey policy and procedures.
- Provide high level advice and interpretation of the requirements established by government and external bodies relating to Deakin data to meet external and internal benchmarking requirements, ensure eligibility for performance funding, and other reporting.
- Provide support, training and advice on surveys and survey data to various staff.
- Design, develop and maintain a series of reports and papers on areas of strategic importance to the University, as directed by the Manager, Institutional Research and Surveys.
- Use the appropriate methodology to analyse the data and identify areas of statistical significance. Develop reports that provide accurate and timely results from the surveys and interpret complex data in a way that is easily understood and appropriate to the target audience. Disseminate the results to the appropriate audience including making recommendations to University Committees and/or senior staff.
- Manage the surveys conducted by or on behalf of the Strategic Intelligence and Planning Unit, including the development, organisation, conduct and analysis of those surveys.

- Continuously improve the university's surveys, identifying gaps in the data leading to process improvements and keeping up-to-date with current practices and research associated with surveys, implementing changes to internal practices as appropriate.
- Develop and maintain databases so as to provide a single source of the most up to date and relevant information on surveys.
- Manage the relationship with external agencies (such as the Social Research Centre) and external suppliers regarding survey-related requirements. Represent the University at national meetings and forums and make submissions on behalf of the University related to survey matters when required.
- Undertake research to inform operational or strategic plans, and management decision-making.
- Identify opportunities for continuous improvement in survey process, design and reporting.
- Develop and deliver training and the supporting materials to inform internal stakeholders on the surveys conducted at the University and how this information is used to support decision making.
- Provide expert advice to internal and external clients and stakeholders on survey design and survey data.
- Other duties as directed by the Manager, Institutional Research and Surveys.

## ABOUT YOU

To be successful at Deakin you are willing to enthusiastically embrace the Deakin Offer and Promise as expressed in the Deakin University Strategic Plan, and must share the University's values.

You will be a person who is ambitious for Deakin University's success and optimistic about its future; and will display diligence, have great resolve and a focus on producing results.

## SELECTION CONSIDERATIONS

### Qualifications and Experience:

- A higher education degree, preferably in a quantitative discipline, with subsequent relevant experience; or
- Extensive experience and specialist knowledge associated with surveys ; or
- An equivalent combination of relevant experience and/or education/training.
- Experience in the use of SPSS statistical software. \*desirable
- Experience in survey design. \*desirable
- Experience in the Australian higher education sector. \*desirable

### Capabilities and Personal Attributes:

- Recent experience in the analysis and management of surveys, and descriptive and inferential statistics.\*desirable
- Experience in project management.
- Experience and demonstrated skills in developing and writing reports that convey complex statistical information tailored appropriately to the audience, including senior management and committees.
- Demonstrated high level knowledge and skills in survey management including online surveys in a complex organisation.\*desirable
- Demonstrated skills relating to the interpretation of policies and procedures and their application to organisational management and planning.
- High level skills in the interpretation and analysis of quantitative data.
- High level computer literacy, particularly in the use of statistical software, spreadsheets, databases and standard word processing packages.
- High level verbal and written communication skills to liaise effectively with all levels of staff across the university, as well as external contacts.
- Demonstrated ability to work independently as well as a collaborative part of a team.
- Demonstrated ability to exercise initiative and judgment, maintain confidentiality and manage sensitive information.

## SPECIAL REQUIREMENTS

- Deakin encourages staff to take recreation leave regularly to promote a healthier workplace. Leave must be taken at a mutually convenient time which meets the operational needs of the University and, where possible, the staff member's needs. In this role, there are peak operational periods in which recreation leave may not be approved.

- A commitment to understanding the need for, and ensuring the confidentiality of the sensitive nature of information to which the position has access.
- This role has been identified as having contact with children and requires the incumbent to apply for and maintain a Working With Children Check (refer to Deakin's Recruitment Procedure for further details).

## **DISCLAIMER**

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.