

Position Description

Executive & Project Officer – Centre for Quality & Patient Safety Research



Details

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| Area | Faculty of Health |
| Team | Division or School or Institute Name |
| Employment | Fixed-Term / Full-Time |
| Location | Geelong Waterfront |
| Classification | HEW level 6 |
| Manager Title | Director, Centre for Quality and Patient Safety Research |

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 Executive and Project Officer will provide a high level of administrative and operational support to the Centre for Quality and Patient Safety Research Executive and members. The incumbent will provide a high level of administrative advice, professional support and undertake related duties as required to ensure best quality support and the effective functioning of the Centre.

Reporting to the Director the incumbent will work with team members to:

- Provide full range of executive support to the Co-Directors applying best practice records management.
- Provide secretariat support to the Centre, including preparation and distribution of agendas, papers, attendance at meetings, recording minutes and implementation of agreed resolutions.
- Manage various end-to-end processes relating to event management and other related services in accordance with University and local protocols.
- Coordinate consultation processes in the implementation of various strategic initiatives and research projects.
- Coordinate communication activities for the Centre, managing internal and external information requirements. Manage the Centre's Twitter and LinkedIn accounts, liaising with stakeholders to gather and share accurate information.
- Consult and communicate regularly with members of the Centre to clarify and address their needs, as required.
- Act as the primary point of contact and provide continued liaison with key University research stakeholders, including the Pro Vice Chancellor's Office - Health, Deputy Vice Chancellor Research's Office, the Institute for Health Transformation, School of Nursing and Midwifery personnel, partnerships and other Faculties and Divisions within the University on behalf of the Centre for Quality and Patient Safety Research Executive.

Accountabilities

- 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. Implement strategies to promote positive emotional wellbeing across the team and regularly reflect on own behaviour
- Bring a strong customer mindset. Strive for excellence and consult regularly with staff/students/stakeholders to clarify who requires the information, the purpose for which it is required, criteria for success and where and when advice and recommendations are required. Respond to feedback from stakeholders regarding their satisfaction and perspective with services received with openness and transparency.
- Communicate with confidence using examples and the most appropriate influencing technique for a given situation to increase understanding and support
- Challenge existing processes by formulating creative and inclusive alternative solutions and benefits. Promote solutions to modernise work practices and ensure alignment with Deakin's strategic direction.

- Plan and prioritises work and critical activities appropriately and recognises barriers to achieving outcomes, find effective ways to deal with them and evaluates progress. Seek to continuously improve and apply critical learnings from projects and initiatives across the University
- Build new and productive relationships with a diverse range of potential students, stakeholders or key and influential individuals. Consult a diverse range of stakeholders and experts, not immediately involved, to gain a broader and deeper understanding of a specific issue
- Establish and demonstrate a high level of learning, energy and commitment, and maintain personal integrity and make decisions consistent with University values

Selection

- A Degree with subsequent relevant administrative experience; or an equivalent combination of relevant experience and education/training
- Extensive administrative experience, preferably within a tertiary institution or health sector
- Excellent analysis and problem solving skills

Capabilities

- **Emotional Intelligence** manages emotions to positively influence behaviour.
- **Growth Mindset** open to learning and new experiences, invests in development.
- **Collaborates** cultivates collaboration across Deakin, strives for shared outcomes, builds partnerships.
- **Delivers Outcomes** creates clarity through governance, makes decisions that result in quality outcomes.
- **Plans work** plans the delivery of work while balancing priorities and resources.
- **Improves Work** proactively improves the efficiency and quality of processes and systems.

Special Requirements

- Infrequent work outside business hours is required
- 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.