

Position Description

Administration Officer, Deakin Card



Details

Area	Futures
Team / School	Campus Operations
Employment	Fixed Term (October 2023)
Location	Flexible
Classification	HEW 5
Manager Title	Senior Officer, Deakin Card

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.

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

The role provides professional customer service and administration support for the Deakin Card office and internal and external clients, as well as broader administration support to the Security, Transport and Retail teams within Campus Operations.

Accountabilities

- Provide high-level customer focussed support, advice and assistance to users of Deakin Card through a range of channels including phone, email and digital
- Generate new ideas and shares those ideas with others in the work area to improve process and practice
- Consult with available sources to gather relevant information and seek the expertise and advice of other people as appropriate
- Understand local processes, prepare standard documents, manage records, regularly track progress of work tasks and identify key issues
- Clarify expectations and respond promptly to client requests, queries, or complaints to ensure client needs are met to agreed standards and timelines
- Build productive relationships with a diverse range of existing stakeholders and actively seek to maintain positive relationships
- Take personal responsibility and show initiative to meeting goals and objectives contributing to an inclusive team environment
- Adopt new ideas and approaches and learn from various points of view and confirm understanding

Relationships

- Internal relationships: Divisional and Faculty staff, Deakin University Student Association (DUSA), staff within the wider University community, including Digital Services and Student Services and students.
- External relationships: on-site and external contractors, external suppliers

Selection

Qualifications and experience

- An equivalent combination of relevant experience and/or education/training
- Experience in administration and related activities in a large organisation with complex administrative structures, policies, and procedures.
- Experience in operating in a high-pressure diverse environment, involving face to face, phone, and written issue
- Experience providing services and support in a large organisation

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

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- **University Operations:** Plans, budgets, and utilises resources to effectively achieve organisational goals
- **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
- **Consulting and Advice:** Provides expert and valued advice; supports achievement of outcomes for stakeholders

Special Requirements

- 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.