

# POSITION DESCRIPTION



<b>Position</b>	Surveys & Analytics Officer
<b>Level/Classification</b>	HEW0506
<b>Reports to</b>	Senior Surveys and Evaluations Officer
<b>Unit</b>	Strategy and Insights
<b>Directorate</b>	Chief Experience Office
<b>Positions Supervised</b>	0

## Position Purpose

The role of the Surveys and Analytics Officer is to manage the day-to-day operations of the University's student and graduate feedback survey activities as well as taking responsibility for various ad-hoc survey projects required by internal staff. The position is responsible for ensuring all student feedback survey activities are implemented in accordance with university policy, enhancing the student voice to improve the student experience. This position also supports the Strategy and Insights team with other analytical and research activities as required.

## About Murdoch University

Murdoch University is a young and dynamic university with a foundational commitment to the environment, social justice and inclusion, and making education accessible to more people. Founded as Western Australia's second university in 1974, today, Murdoch has more than 21,000 students and 1,700 staff across campuses in Perth, Singapore and Dubai. With more than 90,000 Alumni, Murdoch graduates can be found all over the world, making a positive difference.

Our Strategy – Ngala Kwop Biddi. Building a brighter future, together – guides the University's direction and reaffirms our shared purpose to change lives and society for the better through accessible education and research.

The Strategy is focused on three key themes:

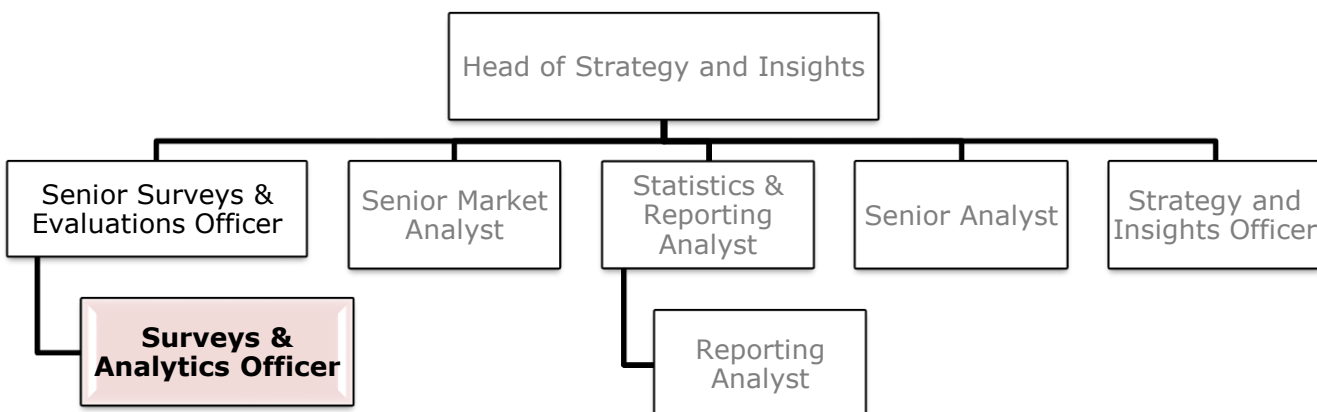
- Sustainability: Be a leading university in education, teaching and translational research in sustainability.
- Equity, Diversity, and Inclusion: Build a welcoming, diverse and inclusive community.
- First Nations: Become the University of first choice for First Nations peoples.

Murdoch is also committed to building engagement with our local community, State, nation, and global society with a track-record in creating strong partnerships with business, government and industry.

### About the Work Area

The Strategy and Insights Office is responsible for providing high quality decision support information to the University community. This is achieved through accessing, collating and analysing data from our own systems, as well as information and data from external sources.

### Reporting Relationships



### Key Responsibilities/Duties

1. Coordinate and deliver internal student feedback surveys.
2. Ensure the effective and efficient operation of the internal student feedback surveys and its technical systems throughout the University.
3. Assist with the delivery of, and reporting on, national and other external student feedback surveys.
4. Monitor, maintain and improve survey communications, data collection and reporting for all surveys within the remit of the Office.
5. Provide relevant academic and professional staff with feedback results and reports as required or requested, enabling "Closing the Loop" practices to improve student experiences.
6. Liaise with stakeholders regarding student feedback activities as required.
7. Assist with the design and/or administration of other internal and external student feedback surveys, and other analytics projects, as required.
8. Carry out, and assist with, other duties as required.

### Selection Criteria Essential

1. A completed bachelor degree with experience in a relevant field'.
2. Experience in producing quantitative reports.
3. Knowledge of, and experience working with, Power BI and other data visualisation software.

4. Demonstrated ability to investigate and solve problems, analyse and interpret data, clearly present results and make recommendations to internal stakeholders.
5. Proficiency in Microsoft Office, with strong Excel capabilities.
6. Familiarity with, and general working knowledge of, quantitative and qualitative statistical methods and software, and the ability to produce summary reports.
7. Excellent written and verbal communication skills.
8. Ability to work independently and as part of a team.
9. Excellent organisational skills with the ability to meet deadlines in a multi-task environment.

### **Desirable**

1. Knowledge of, and skill in applying, research methodologies and survey design.
2. Knowledge of University structures, processes and priorities

### **Work Requirements**

1. Australian permanent residency or possession of a valid visa with work entitlement in Australia.

### **General Obligations**

While at work, an employee must:

- take reasonable care for their own health and safety and ensure that their acts or omissions do not adversely affect the health and safety of other persons;
- report incidents, injuries and hazards;
- comply with any reasonable instruction that is given by Murdoch University; and
- comply with Murdoch University policies and procedures.

### **Guiding Principles and Values/Code of Ethics and Code of Conduct**

#### **Our Values**

- Authenticity
- Integrity
- Respect
- Inclusivity
- Openness

#### **Our Principles**

- Act with justice, respect and responsible care.
- Be collegiate and respectful of other points of view.
- Protect academic freedom.
- Be agile, flexible and resilient.
- Make decisions at the most appropriate level.
- Be transparent in decision-making and with information.
- Adopt common approaches to common tasks.
- Be careful stewards of our resources.

All staff will comply with the University's Code of Ethics and Code of Conduct and demonstrate a commitment to its Equity, Diversity and Safety principles and the general capabilities of personal effectiveness, working collaboratively and demonstrating a focus on results.

All Staff complete a Development Review Annually. A Commencing Development Review should be completed within 3 months of commencement.

*We acknowledge that Murdoch University is situated on the lands of the Whadjuk and Binjareb Noongar people. We pay our respects to their enduring and dynamic culture and the leadership of Noongar elders past and present. The boodjar (country) on which Murdoch University is located has, for thousands of years, been a place of learning. We at Murdoch University are proud to continue this long tradition.*