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# Position Details

## Research Projects- CSOF5

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| The following information is for applicants | |
| Advertised Job Title | Sparked Community Engagement Analyst |
| Job Reference | 100331 |
| Tenure and work schedule | Specified Term of 2 year  Full-time |
| Salary Range | AU$114k - AU$123k per annum (pro-rata for part-time)  plus up to 15.4% superannuation |
| Location(s) | Brisbane QLD (preferred), Sydney NSW |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | * Internal CSIRO Employees * Australian/New Zealand Citizens and * Australian Permanent Residents |
| Position reports to the | Project Lead |
| Client Focus – Internal | 25% |
| Client Focus – External | 75% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Kylynn Loi via email at Kylynn.Loi@csiro.au |
| Support and Workplace Adjustments | We offer a range of reasonable supports and workplace adjustments. Please let us know via email to the Talent Acquisition Consultant at shree.chattopadhyay@csiro.au or the *Hiring Manager mentioned above,* if we can help you to equitably participate in our recruitment process or the role itself. |
| How to apply | Apply online at <https://jobs.csiro.au/>  Internal applicants please apply via **Jobs Central**  If you experience difficulties when applying, please email [careers.online@csiro.au](mailto:careers.online@csiro.au) or call 1300 984 220. |

**Acknowledgement of Country**

CSIRO acknowledges the Traditional Owners of the land, sea and waters, of the areas that we live and work on across Australia. We acknowledge their continuing connection to their culture and pay our respects to their Elders past and present. View our [vision towards reconciliation](https://www.csiro.au/en/about/Indigenous-engagement/Reconciliation-Action-Plan).

**About CSIRO**

As Australia's national science agency, CSIRO is solving the greatest challenges through innovative science and technology. Many of our iconic innovations were once considered impossible until someone, just like you, joined us and took on the challenge.

As one of the world’s largest multidisciplinary mission-driven research organisations, we are focused on the issues that matter the most: for our quality of life, for the economy and for our environment. We believe diverse teams are more effective and deliver more innovative outcomes. When we all focus on the big things that really matter, and work in partnership with our communities and [Indigenous Australia](https://www.csiro.au/research/indigenous-science), Australian science and technology can solve seemingly impossible problems and create new value for all Australians. Visit [CSIRO.au](file:///C:/Users/lui008/OneDrive%20-%20CSIRO/Desktop/LIFE/LEADERSHIP/Inclusive%20Recruitment/PD%20and%20Job%20Ads/CSIRO.au) for more information.

### Role Overview

The Australian e-Health Research Centre (AEHRC) is CSIRO’s national digital health research program. We’re championing the digital delivery of healthcare enabled by ​world-leading digital research and innovation​, industry partnerships, community connections​, and national trust. We’re a dedicated and committed team, passionate about transforming the health of Australians. You’ll find some of our health and biomedical informatics research:

* Delivered through virtual care to monitor health remotely.
* Informing evidence-based digital health solutions; or
* Transforming the efficiency of hospital and health systems – nationally and internationally.

With over 100 scientists and engineers across Brisbane, Sydney, Melbourne, Canberra and Perth, the AEHRC is Australia’s largest digital health research program.

The unparalleled demands of COVID-19 have been a catalyst for increased focus on digitisation and innovation in health. CSIRO, via the AEHRC, is leading a national agenda focused on innovation to foster continued transformation and sustainable healthcare delivery practices. We're hiring a number of talented researchers and leaders to contribute to this significant objective.

The Community Engagement Analyst role in the Sparked AU FHIR Accelerator team at the Australian e-Health Research Centre (AEHRC) is a dynamic and multifaceted position. It is a semi-autonomous role that will be supported by the Sparked Program Leads and the Program Director. This role has a significant input and influence on the development and expansion of Sparked events and management of the Sparked community.

The Community Engagement Analyst is pivotal in fostering engagement and collaboration across diverse stakeholders to support the Sparked community initiatives. This role demands active coordination with the Program Leads, and the program team to enhance community engagement plan, develop and manage Sparked events, plan and support internal and third-party events.

### Duties and Key Result Areas

Plan and manage key Sparked external and internal events from initial stages through to completion including post event wrap-up and reporting.

Sparked events

* Liaise and coordinate managing relationships with contractors to ensure successful delivery of events
* Negotiate contracts with service providers, venues etc., at all times ensuring the best possible financial outcome
* Develop and manage event timelines, run sheets, event orders and floor plans
* Oversee and delegate responsibilities to designated Event Assistants and coordinate volunteers for event setup/pack down
* Draft clear written communications in conjunction with the Sparked Leads and deliver this information in the lead up to the event
* Compile material for event program; maintain mailing lists for distribution of event calendar or other pertinent information
* Ensure the budget, financial reconciliation and all matters relating to the meeting costs and expenses are recorded and monitored
* Update events websites/confluence sites
* Compile event reports including evaluation of key events

Third Party Events

* Support partner third party events in support of Sparked
* Liaise with and provide guidance to major third parties’ events in collaboration with where required
* Maintain and grow strong relationships with all stakeholders and establish good and effective communication lines
* Update relevant website pages.

Stakeholder Engagement

* Assist with the implementation and delivery of stakeholder engagement, including meetings programmes, responding to relevant consultations, stakeholder mapping, and support for managers in engaging communities
* Monitor and evaluate community and stakeholder engagement projects providing ideas for continuous improvement
* Work with the Sparked team to prepare communications to promote and maintain Sparked brand and delivery of communications and information to promote project deliverables and objectives

Other:

* Manage Sparked Membership Database
* Manage Engagement and Event Plan
* Managed Sparked website and LinkedIn
* Maintain exceptional attention to detail in all aspects of the day-to-day running of events, including management of all operational aspects and planning
* Project tasks assigned by the Program Manager
* Work as part of the Community Engagement team on other activities as required
* All general administration tasks associated with the role including telephone and email communication, website and database maintenance and minute taking

## **Selection Criteria**

#### Essential

*Under CSIRO policy only those who meet all essential criteria can be appointed.*

* Experience in a Community Engagement role or related field, with a focus on stakeholder/community engagement and community coordination.
* Extensive experience working in digital health ecosystem working with a wide range of clinical, government and industry stakeholders
* In depth knowledge of event planning and operations.
* Technical/logistical expertise and knowledge in regard to specific function/s of event delivery and planning.
* Strong understanding of the digital health community,
* Excellent written and verbal communication skills, including the ability to communicate complex information clearly and effectively to diverse audiences. This includes being adept at navigating complex organizational landscapes, understanding the needs and perspectives of different stakeholder groups, and fostering collaborative partnerships that support the organization’s mission and goals.
* Strong administration skills, attention to detail and thorough planning and organisational skills;
* Ability to analyse stakeholder feedback and data to inform engagement strategies and decision-making.
* Flexibility to adapt strategies and approaches in response to changing stakeholder needs and organizational priorities.

**Desirable**

* Experience in drafting executive-level program communication and engagement reports.
* Attentiveness to detail,
* High level of computer literacy including proficiency with Microsoft Office products.
* Background in the health domain and familiarity with HL7 standards, particularly HL7’s FHIR Specification
* Familiarity with the broader Standards community
* Experience in liaising with Government , Clinical Colleges and the medical software Industry

**Not sure if you meet all the criteria?**

While it is CSIRO policy that the successful candidate must meet all the essential criteria, there are many ways to demonstrate this. Don’t let the list discourage you. If you are unsure about applying, please reach out to the contact on page 1 of this document so we can discuss the role further.

## **Required Competencies**

* **Teamwork and Collaboration:** Cooperates with others to achieve organisational objectives and may share team resources in order to do this. Collaborates with other team as well as industry colleagues.
* **Influence and Communication:** Uses knowledge of other party's priorities and adapts presentations or discussions to appeal to the interests and level of the audience. Anticipates and prepares for others’ reactions.
* **Resource Management/Leadership:** Sets up and maintains effective and efficient work teams and manages performance and resources, to achieve objectives. Chooses appropriate management strategies and communication styles to maintain high levels of motivation and productivity. Gives feedback for development purposes and provides support and direction for improvement.
* **Judgement and Problem Solving:** Investigates underlying issues of complex and ill-defined problems and develops appropriate response by adapting/creating and testing alternative solutions.
* **Independence:** Plans, sets and works to meet challenging standards and goals for self and/or others. Recognises where endeavours will make the most impact or difference, decides on desired outcome and sets realistic goals to reach this target.
* **Adaptability:**Copes with ambiguity or situations that lack clarity. Adapts readily to changing circumstances and new responsibilities (which may include activities outside own preferences) in the interests of achieving team objectives. Recognises the need for and undertakes personal development as a result of changes.

**Setting You Up For Success**

We understand that not everyone works in the same way and sometimes people may require reasonable support and adjustments to perform at their best. Whether related to the recruitment process and or the role itself, this may include options such as providing different methods of communication, flexible hours or physical adjustments to work methods. If you feel comfortable, we encourage you to share any support and adjustments you may need to carry out the inherent requirements of the role. Please let us know via email to the Talent Acquisition Partner, if we can help you to equitably participate in our recruitment process or the role itself.

**Life at CSIRO and Flexible Working Arrangements**

We [work flexibly at CSIRO](https://www.csiro.au/en/careers/life-at-csiro/Flexible-work), offering a range of options for how, when and where you work.  We can discuss flexible work arrangements with you during the recruitment process. CSIRO also offers a range of leave entitlements, [benefits](https://www.csiro.au/en/careers/life-at-csiro/Benefits) and [career development](https://www.csiro.au/en/careers/life-at-csiro/Career-development) opportunities. To learn more, visit [Careers at CSIRO](https://www.csiro.au/en/careers).

We celebrate the uniqueness of our workforce and are committed to creating [diverse and inclusive teams](https://www.csiro.au/en/careers/life-at-csiro/Diversity-inclusion-belonging) where everyone feels they belong. CSIRO is an equal employment opportunity organisation dedicated to recruiting people based on merit, and reflecting the diversity of the community we serve. We recognise true diversity encompasses all ages, nationalities, abilities, cultures, genders, sexualities, faiths, levels of education, diversity of thought and many more aspects of identity. By empowering diverse teams, our community is reflected in the solutions we create.

**CSIRO Values**

CSIRO is a values-based organisation committed to values-based leadership.

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| **Value** | **Descriptor** | **Behaviour** |
| **People First** | Our priority is the safety and wellbeing of our people. We believe in, and respect, the power of diverse perspectives. We seek out and learn from our differences. | * Respectful * Caring * Inclusive |
| **Further Together** | We achieve more together than we ever could alone. We listen and collaborate, in teams, across disciplines, across boundaries. We embrace ambiguity and use discussion and persistence to generate unique solutions to complex problems. | * Accountable * Authentic * Courageous |
| **Making it Real** | We do science with real impact. We thrive when taking on the big challenges facing the world. We take educated risks and defy convention. We celebrate successes and failures and leverage them to learn as we strive to be the force for positive change. | * Partnering * Cooperative * Humble |
| **Trusted** | We’re driven by purpose but remain objective. We fight misinformation with facts. We earn trust everywhere through everything we do. We trust each other and we hold each other accountable. Together our actions drive Australia’s trust in CSIRO. | * Curious * Adaptive * Entrepreneurial |

**Child Safety**

CSIRO is committed to the safety and wellbeing of all children and young people involved in our activities and programs. View our [Child Safe Policy](https://www.csiro.au/en/about/policies/child-safe-policy).

Special Requirements

Appointment to this role is subject to provision of a pre-employment background check and may be subject to other security/medical/character clearance requirements.

* The successful candidate will undertake a pre-employment background check. Please note that individuals with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.