# Position details

## Administrative services- CSOF5

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| The following information is for applicants | |
| Advertised job title | Senior HR Specialist - Case Management Specialist |
| Job reference | 100679 |
| Tenure and work schedule | Indefinite  Full-time |
| Salary range | AU$114,219 to AU$123,605 pa (pro-rata for part-time) + up to 15.4% superannuation |
| Location(s) and office arrangements | Canberra, Brisbane, Melbourne, Sydney, Adelaide & Hobart.  Hybrid working available. |
| Relocation assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian/New Zealand Citizens and Australian Permanent Residents Only |
| Position reports to the | Case Management Manager |
| Client focus – internal | 90% |
| Client focus – external | 10% |
| Number of direct reports | 0 |
| Enquire about this job | Contact Natalie Ward, via email at natalie.ward@csiro.au |
| Support and workplace adjustments | We offer a range of reasonable supports and workplace adjustments. Please let us know via email Natalie.ward@csiro.au 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) |

**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](https://www.csiro.au/) for more information.

### Role overview

The Workplace Relations team is a Centre of Excellence for practical support and tailored advice in dealing with industrial disputes, workplace issues, complex cases and external tribunal matters that affect CSIRO people. The Case Management team operates within this function and is pivotal in supporting a fair and respectful workplace environment while ensuring compliance with relevant workplace legislation, policies, and industrial agreements.

The **Case Management Specialist** role is a critical position in the Case Management team, reporting to the Case Management Manager. The role is responsible for managing and conducting impartial and thorough investigations and resolving complex workplace relations issues. The role requires the application of strong investigative, problem-solving, and interpersonal skills to address sensitive matters such as employee misconduct, discrimination, bullying, harassment, and other complex employment-related issues. The Case Management Specialist will provide clear, concise, and accurate communication on complex workplace matters and guide individuals and leaders through the people management process.

### Duties and key result areas

* Conduct and manage investigations and undertake analysis and assessments of allegations misconduct and complex people matters, in a thorough, ethical, confidential, and professional manner aligned to CSIRO values.
* Collaborate and establish strong working relationships with Centres of Excellence across the organisation, including People Partnering, Industrial Relations, Health and Wellbeing, IM&T, Integrity and other relevant stakeholders, by seeking regular input and subject matter expertise.
* Prepare concise and accurate advice including an assessment of risks to Senior Management.
* Update, maintain and manage accurate and transparent records throughout the case management lifecycle in accordance with record-keeping procedures, including all implemented actions and resolutions undertaken, while maintaining a high-level of confidentiality.
* Manage timely administration of the case management process, tracking and reporting of cases within CSIRO’s case management system and ensure appropriate confidential communication with individuals throughout the case management lifecycle.
* Collaborate with the Manager, Case Management to assess and recommend appropriate course of actions to resolve complex people matters.
* Maintain high levels of integrity trust and respect at all times and adhere to the spirit and practice of CSIRO’s Code of Conduct and values, Health, Safety and Environment procedures and policy and diversity initiatives.
* Communicate openly, effectively, and respectfully with all People, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation.
* Other duties as directed.

## **Selection criteria**

#### Essential

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

1. Bachelor’s Degree or equivalent experience and/or postgraduate qualification in Human Resource Management, Business Management, Industrial Relations, Employment Law or other relevant discipline.
2. Specialised workplace investigation qualifications.
3. At least 5 years’ demonstrated experience conducting workplace investigations or related regulatory investigations
4. Demonstrated ability to research, interpret and apply legislation, policies, and guidance material, particularly whilst encountering frequent ambiguity. A history of supporting and guiding management through complex and sensitive people matters.
5. Superior judgement and reasoning capability, and a demonstrated ability to maintain independence and apply a risk management approach to complex matters
6. Superior written and verbal communication skills including influencing and negotiation to interact with a diverse range of key stakeholders across CSIRO.
7. Demonstrated commitment to maintaining confidentiality and upholding ethical standards, respectful behaviours and attitudes in a collaborative environment.

## **Desirable**

1. Demonstrated experience conducting workplace investigations or related regulatory investigations within a government organisation.
2. Demonstrated ability to assess complex situations and provide sound, evidence-based recommendations.
3. High-level interpersonal skills with the ability to build rapport, manage sensitive conversations, and influence outcomes
4. Ability to deal with difficult or high-conflict situations in a calm and professional manner

**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 teams 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 Natalie.ward@csiro.au 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.