# Position details

## Administrative services- CSOF3

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| The following information is for applicants |
| Advertised job title | HR Officer, People Advisory |
| Job reference | 101080 |
| Tenure and work schedule | Specified Term, 12 months. Full-time |
| Salary range | AU$73,567.00k - AU$93,630.00k per annum (pro-rata for part-time)plus up to 15.4% superannuation |
| Location(s) and office arrangements | Melbourne (Clayton), Brisbane (Pullenvale)Hybrid working available. Flexible work options available.  |
| Relocation assistance | Will be provided to the successful candidate if required |
| Applications are open to | Internal CSIRO Employees |
| Position reports to the | Team Leader, People Advisory |
| Client focus – internal | 100% |
| Client focus – external | 0% |
| Number of direct reports | 0 |
| Enquire about this job | Contact Liz Neale, Manager People Advisory, via email at liz.neale@csiro.au |
| Support and workplace adjustments | We offer a range of reasonable supports and workplace adjustments. Please let us know via email to liz.neale@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 |

**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 People Advisory team within People Partnering deliver high quality and consistent advice in managing people-related issues and queries across the employee lifecycle. The People Advisory team operates within this function to offer centralised support to maximise positive outcomes for individuals and the organisation in alignment with CSIRO’s values and strategy. The People Advisory team comprises of three sub-teams: People Advisory and Support, People Partnering Support and Operations.

## The Human Resources Officer is an essential position in the People Advisory team, reporting to a Senior Human Resources Advisor/Team Leader. The role is responsible for advising and supporting employees and coaching managers on operational People matters to drive positive outcomes for CSIRO. They will be the first point of contact for people leaders and employees and are responsible for driving capability uplift of leaders through ongoing advice and coaching. They assist the People Advisory team to prioritise queries as well as participating in projects that contribute to people strategic priorities and transforming the effectiveness of our service delivery.

### Duties and key result areas

* Under guidance, provide high quality and consistent subject matter expertise and coaching to CSIRO People in managing people-related issues across the entire employee lifecycle
* Monitor our Service Delivery Tool to receive, triage and use initiative to respond to complex queries, maintain records and ensure that matters are resolved or referred for resolution. Seek guidance on escalating matters where matters become more complicated or initial business practices have been unsuccessful in bringing about a resolution.
* Assist the Team Leader to actively monitor service requests and triage queries to ensure resources can be managed to optimise workloads and capacity.
* Support communications with our staff regarding People services, policies, processes, and programmes.​
* Proactively respond to feedback and concerns regarding quality of services and escalate complaints if necessary. Under guidance, assess the risk and opportunity of identified strategies, options, and actions.
* Contribute to and implement process improvements in People Advisory services.
* In conjunction with providing high quality people advice, work on a broad range of key projects under direction.
* Anticipate and manage people queries in ambiguous situations. Demonstrate flexibility in thinking and adjust strategies, goals and priorities when required.
* Maintain, update, manage and appropriately store accurate and transparent records throughout the HR lifecycle, in accordance with CSIRO Privacy requirements, whilst maintaining high levels of confidentiality.
* Readily adapt to changing requirements and new responsibilities in the interests of achieving team objectives.
* Work collaboratively as part of a multi-disciplinary, regionally dispersed team, to carry out tasks in support of CSIRO’s objectives.
* Demonstrate integrity, tact, and the ability to handle personal, sensitive, and confidential information; understand appropriate use and disclosure of personal information and relevant privacy legislation.
* Communicate effectively and respectfully with all staff, clients, and suppliers in the interests of good business practice, collaboration, and enhancement of our reputation.
* Adhere to the spirit and practice of CSIRO’s Code of Conduct and values, Health, Safety and Environment procedures and policy and diversity initiatives.
* Other duties as required.

**Allocation Specific Duties HR Officer, People Advisory:**

**People Advisory & Support & Case Management rotation**

* Work as part of a small team focused on responding to employee and leader-initiated queries and the provision of support and coaching.
* Provide advice and support to staff members across the employee lifecycle including probation management, flexible work, annual performance agreements.
* Manage sensitive and complex matters including informal conduct and performance and/or formal management of under performance, with guidance.
* Interpret and advise on the CSIRO Enterprise Agreement and CSIRO Procedures as applicable to a range of employee matters.

**Operations**

* Work as part of a small team focused on the delivery of People initiatives and planned cyclical services for the whole of CSIRO.
* Develop and maintain appropriate systems of work to support the centralised delivery of a range of People initiatives.
* Coordinate and deliver operational support across a range of change activities including research unit or enterprise unit structure changes, redeployment, outplacement and CSIRO initiated site relocations or closure.
* Centrally coordinate the CSIRO Rewards and Promotions process, including appeal processes in accordance with the relevant procedures.

## **Selection criteria**

#### Essential

1. Relevant Bachelor’s Degree or equivalent experience in Human Resource Management, Business Management, or other relevant discipline.
2. A minimum of 2 year’s demonstrated experience in a role providing generalist HR advice across the employment lifecycle that is consistent, accurate and considered.
3. Exceptional organisational skills and attention to detail, able to prioritise competing demands, and clear understanding of risk and when to escalate issues to achieve positive outcomes.
4. Evidence of a strong customer service orientation with a collaborative and agile working style that adapts to changing requirements.​
5. Proven level of high standard of written and verbal communication skills with the ability to communicate professionally in a collaborative environment.
6. Experience being a motivated and resilient team player who is collaborative and agile, and able to adapt to changing requirements with the drive to support the overall People function.
7. Proven ability to adapt to new technological platforms and assist others to adopt and efficiently use them.
8. Demonstrated commitment to maintaining confidentiality and upholding ethical standards, respectful behaviours and attitudes in a collaborative environment.

## **Desirable**

1. Experience delivering service and support via a range of technological platforms eg a service delivery tool, SAP, Success Factors, Sharepoint, MS Forms.

**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:** Proactively seeks and considers the ideas and opinions of others from within and outside the team to help form decisions, plans or actions.
* **Influence and communication:** Puts forward ideas by presenting factual information supported by data, definitions, examples, illustrations or other aids, which will assist in conveying meaning.
* **Resource management/leadership:** Provides instruction and assists other staff to complete allocated tasks and activities.
* **Judgement and problem solving:** Identifies and considers the implications of a range of available alternatives in order to select the most appropriate response to problems of a familiar or recurring nature.
* **Independence:** Recognises and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).
* **Adaptability:**Willingness to change ideas or perceptions based on new information, contrary evidence or other people's points of view. Prepared to try out different approaches.

**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 liz.neale@csiro.au if we can help you to equitably participate in our recruitment process or the role.

**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
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| **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
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| **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
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| **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
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**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. Please note that individuals with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.