# Position Details

## Administrative Services- CSOF3

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| The following information is for applicants | |
| Advertised Job Title | Talent Acquisition Case Specialist |
| Job Reference | 90804 |
| Tenure | Indefinite or Specified Term of 2 years |
| Salary Range | AU$68,148 - AU$86,733 per annum plus up to 15.4% superannuation |
| Location(s) | Canberra or Brisbane preferred; other major cities may be considered |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | * Australian/New Zealand Citizens and Australian Permanent Residents |
| Position reports to the | Talent Acquisition Specialist Manager |
| Client Focus – Internal | 40% |
| Client Focus – External | 60% |
| Number of Direct Reports | 0 |
| Enquire about this job | Dianne Livingstone via email Dianne.livingstone@csiro.au |
| 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).

### Role Overview

## The role of Administrative staff in CSIRO is to provide administrative and management services to support the effective provision of research and development activities. This involves the development and implementation and/or administration of policies, systems and procedures that assist the Organisation and the Business Unit to achieve their objectives and meet Government and regulatory responsibilities.

The Talent Acquisition Team play an important role in creating an environment that enables CSIRO people to do the best science of their lives. Our People Transformation is a new program of work that is designed to reimagine the way that the People function delivers support to people and leaders at CSIRO, to provide outstanding people experiences that are more integrated, simplified and customer centric.

We are seeking a Talent Acquisition Case Specialist with experience in delivering recruitment and onboarding services, who has a strong People First customer focus. As a Case Specialist, you will provide consultative advice and support to our stakeholders and new employees and affiliates joining the organisation. You will be responsible for the preparation of offers, initiating relocation and background verification services, provision of visa sponsorship and compliance monitoring, resolve enquiries and deliver continuous improvement through automation.

### Duties and Key Result Areas

* Deliver prompt onboarding services with a people first customer focus ensuring new people have the best possible start with CSIRO
* Interpret and apply relevant legislation, acts, People frameworks and policies/procedures to support hiring managers in appointing CSIRO staff and engaging Affiliates
* Manage employment offers, Affiliate agreements & associated ‘inbound’ support services
* Be responsible for general immigration requests, including submission of CSIRO sponsored nominations and ensuring ‘right to work’ compliance
* Collaborate with Talent Acquisition Partners and People Business Partners to ensure a seamless, high touch and efficient onboarding experience.
* Complete quality checks of case records, ensuring compliance with policy, identify and escalate risk or compliance issues to the Talent Acquisition Services Manager
* Maintain Success Factors, People Connect and SAP HR with real time updates, relating to individual people profiles, to ensure that all information is accurate, stored correctly & accessible by authorised team members
* Understand Key Performance Indicators (KPI’s)/Service Level Agreements (SLA’s) and seek support and information to meet team targets
* Collaborate with all members of talent acquisition to support strategic initiatives, providing time, skills and effort to projects, ad hoc work assignments and other business demands as directed by talent acquisition senior managers and executive

#### Essential Selection Criteria

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

* Experience in providing people first customer service, responding to queries, and identifying flexible solutions to deliver quality outcomes
* Well-developed organisational skills with the ability to manage multiple streams of work, collaborate with others and be adaptable to changing requirements
* Excellent communication and interpersonal skills with the ability to communicate with a wide range of stakeholders both internal and external to CSIRO
* Proven ability to use HR technology platforms, confidently use digital workplace tools and be technically proficient in Microsoft Office suite
* Demonstrated professional and respectful behaviours and attitudes in a collaborative environment and behaviours aligned to the CSIRO Values

## **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.

Special Requirements

Appointment to this role may be subject to conditions including provision of a national police check as well as other security/medical/character clearance requirements.

* The successful candidate will be asked to obtain and provide evidence of a National Police Clearance or equivalent. Please note that individuals with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.

## **About CSIRO**

We solve the greatest challenges through innovative science and technology. Visit [CSIRO Online](http://www.csiro.au/) and for more information.

CSIRO is a values-based organisation.  In your application and at interview you will need to demonstrate behaviours aligned to our values of:

* People First
* Further Together
* Making it Real
* Trusted