# Position Details

## Administrative Services- CSOF3

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| The following information is for applicants | |
| Advertised Job Title | Business Support Officer |
| Job Reference | 86322 |
| Tenure | Specified Term to 30 December 2026 |
| Salary Range | AU$66,163 to AU$84,207 pa + up to 15.4% superannuation |
| Location(s) | Negotiable |
| 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 | Team Leader – Business & Operations |
| Client Focus – Internal | 50% |
| Client Focus – External | 50% |
| FTE | 0.5 |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact **Amy Boulding** via email amy.boulding@csiro.au |
| How to apply | Apply online at <https://jobs.csiro.au/>  Internal applicants please apply via **Jobs Central**  Submit a current CV and a maximum two page cover letter, addressing the selection criteria using examples. |

### Role Overview

The role of the Business Support Officer in CSIRO is to provide administrative and client services to support the effective operation of a new STEM engagement program. This involves the development and implementation, and/or operational support of policies, IT systems and procedures that assist the program to achieve its objectives and meet Government and regulatory responsibilities. The role is part of the national Business and Operations team and will provide operational support to the program.

### Duties and Key Result Areas:

As part of the Business and Operations team, the Business Support Officer will:

* Provide professional, client focused, customer interaction by monitoring and responding to program enquiries via email and telephone.
* Support the new STEM engagement program with administrative tasks as required.
* Support the program team with data entry and database/Customer Relationship Management (CRM) administration.
* Support the program team with the coordination of events and external activities including:
  + Development of event documentation.
  + Drafting correspondence.
  + Liaising with venues/attendees.
  + Attending the events to provide support as required.
* Coordinate Working with Children Checks and National Police Certificates for the program.
* Identify innovative ways to deal with problems and opportunities using creativity, reasoning and past experience.
* Choose appropriate strategies and communication styles to maintain high levels of customer service.
* Maintain confidentiality when working with commercially sensitive or personal information.
* Demonstrate appropriate behaviours at all times when working with children.
* Communicate effectively and respectfully with all staff, clients, stakeholders, schools, industry partners and suppliers in the interests of good business practice, collaboration, and enhancement of CSIRO’s reputation.
* Work as a member of a multi-disciplinary, regionally dispersed team; collaborating with colleagues in the program team, Business and Operations team, Education and Outreach, and across CSIRO to reach objectives.
* Adhere to the spirit and practice of CSIRO’s Values, Code of Conduct, Health, Safety and Environment procedures and policy, Diversity initiatives and Making Safety Personal goals.
* Other duties as directed.

## **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:** Recognise 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.

## **Selection Criteria**

#### Essential

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

1. Demonstrated proficiency in Microsoft Office 365 applications including Word, Excel, Outlook, SharePoint and Teams, and online travel and finance systems.
2. Demonstrated ability to clearly convey information and ideas and establish effective interpersonal relationships with a wide variety of clients both internal, external and on-line.
3. Demonstrated ability to professionally handle sensitive and confidential information and use appropriate judgment and discretion.
4. Strong organisational skills with the ability to prioritise demands and escalate issues when required.
5. Effective communication skills in multiple forms including email, telephone, face to face, on-line with sound writing skills.
6. Competent in producing procedural documentation in various formats such as Word and PDF.
7. Excellent attention to detail, and experience in creating and maintaining systems and data.
8. Proven commitment to providing excellent customer service/support to both internal and external clients and in an on-line environment with the ability to recognise opportunities and recommend solutions.
9. Collaborates and operates well in a geographically dispersed team environment but also has the ability to work autonomously.

## **Desirable:**

1. Experience in, or the ability to develop skills, working in a project driven environment.
2. Working knowledge of Microsoft Dynamics 365 CRM, Success Factors and SAP Jam.

Special Requirements

* The successful candidate will be asked to obtain and provide evidence of a National Police Check or equivalent. Please note that people with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.
* This role has child safety obligations. Accordingly, the successful candidate will be required to obtain or provide evidence that they hold a working with children check prior to confirmation of appointment.

## **About CSIRO:**

We solve the greatest challenges through innovative science and technology. To find out more visit us [online](http://www.csiro.au/)!