# Position Details

## Administrative Services- CSOF3

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| The following information is for applicants | |
| Advertised Job Title | Administration Support Officer |
| Job Reference | 94317 |
| Tenure | Indefinite. Full time 8.30am – 4.30pm |
| Salary Range | AU$68,148 - AU$86,733 per annum plus up to 15.4% superannuation |
| Location(s) | Clayton, VIC (Maybe required to work from other Vic sites as required adhoc) |
| 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 | Coordinator Administration Soft Services |
| Client Focus – Internal | 70% |
| Client Focus – External | 30% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Nicole McBurnie via email at Nicole.mcburnie@csiro.au or phone +61 3 9545 8771 |
| 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).

**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).

### 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.

## CSIRO is excited to recruit for an administrative support role, based in Clayton, which is being offered on a full-time basis for an ongoing period. The successful candidate will provide logistical, administrative and reception services to support the provision of facility management responsibilities across a broad range of CSIRO operational functions.

## To be successful in this role, the incumbent will need good organisational and communication skills and the capacity to manage and prioritise several tasks or requests simultaneously. The role also requires the incumbent to be professional, exceptional with time management, and focused on quality customer service.

### Duties and Key Result Areas

* Responding courteously and efficiently to client requests, maintaining clear communication regarding mutual expectations, and monitoring client satisfaction.
* Undertaking a broad range of property-related administrative activities to a high standard, in support of the CBIS site, state or regional team. This includes interaction with facilities management systems at an experienced user level as may be required for the efficient operation of the facility.
* Assisting in the security of the site, including management, maintenance and issue of keys, access cards, ID cards, and related staff, visitor, and contractor registers.
* General team support by way of monitoring the team’s email inbox, distributing requests appropriately and escalating issues as required.
* Updating and maintaining records and databases, complying with administrative systems and processes, to ensure that all information is accurate, stored correctly and accessible.
* Delivering multiple administrative support activities and services in line with agreed standards, timeframes, and milestones, given tight timeframes and the need to maintain accuracy and attention to detail.
* Providing support to staff and instruct others on rostering, event management and routine administrative activities, as required.
* Providing support to Line Manager and Reception team across the Clayton, Aspendale and Werribee sites as required.
* Recommending improvements to systems, cost saving measures, procedures and implement any approved changes.
* Communicating openly, effectively, and respectfully with all staff, clients, and suppliers in the interests of good business practice collaboration and enhancement of CSIRO’s reputation.
* Work collaboratively as part of a multi-disciplinary, team to carry out tasks in support of CSIRO’s scientific objectives.
* Adhere to the spirit and practice of CSIRO’s Values, Code of Conduct, Health, Safety and Environment procedures and policy and diversity initiatives.
* Other duties as directed.

## **Selection Criteria**

#### Essential

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

* Demonstrate ability to manage facility administrative functions in a complex property environment, including prioritising workloads, repairs and maintenance work order life cycles, contractor liaison and good communication skills.
* Demonstrate experience and a willingness to undertake a range of general administrative support tasks in an office and security environment, including (but not limited to): organising meetings and preparation of minutes, running and management of scheduled and adhoc site and security reports, issuing and management of security access passes, monitoring and management of electronic key safe system. Maintaining spreadsheets and databases and provide general finance support for the facilities management staff.
* Sound knowledge of the Microsoft Office suite (including Teams, Excel, Word, Outlook, and SharePoint) applications and competent keyboard skills. The ability to become familiar with the use of facilities management specific software and systems.
* Knowledge and experience of reception desk functions to provide relief during breaks and the flexibility to provide relief during periods of leave.
* Proven ability to demonstrate initiative, actively contribute as a team member and share relevant and useful information.
* Demonstrated strong organisational skills and the ability to prioritise demands, accepting personal responsibility for doing the job well. Show initiative with problem solving and making changes to improve performance.
* Assist CBIS or emergency staff with communications generally and particularly during an emergency.
* Other duties as required.
* Able to work on-site, Clayton and other local Vic sites if required.

## **Desirable**

* Knowledge of the Corrigo Enterprise system, Gallagher Command Centre, CCTV software, Content Manager, Envoy, KeySecure
* Knowledge and experience with workflow software
* Experience in a customer/help desk service environment

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

Include if relevant:

* 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.

## **About CSIRO**

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