# Position Details

## Administrative Services- CSOF3

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| The following information is for applicants |
| Advertised Job Title | Human Resources Officer  |
| Job Reference | 91960 |
| Tenure | Specified Term of 12 months Full-time |
| Salary Range | AU $68,148 - $86,733 plus up to 15.4% superannuation |
| Location(s) | CSIRO Sites in Brisbane and Melbourne preferred. (Hybrid Working Environment) |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | * Australian Citizens Only
* Australian/New Zealand Citizens and Australian Permanent Residents
* All Candidates
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| Position reports to the | Senior Human Resources Team Leader  |
| Number of Direct Reports | 0 |
| Enquire about this job | Liz Neale via email at Liz.Neale@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 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 People Advisory team within People Partnering is an enabling Service Delivery Portfolio for high quality and consistent advice in managing people-related issues 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 Human Resources Officer is an essential position in the People Advisory team, reporting to a Senior Human Resources Lead. The role is responsible for advising and supporting employees and managers on operational People matters across the entire lifecycle to drive positive outcomes for CSIRO. They will be expected to provide on-demand support for people leaders and employees and are responsible for driving capability uplift of leaders through ongoing, just-in-time training. Further, the Human Resources Officer will participate in squads and projects to support the delivery of cyclical people services and non-cyclical activities that contribute to people strategic priorities and are focused on enhancing 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 Employee Lifecycle.
* Monitor our Service Delivery Tool to receive, triage and use initiative to respond to complex queries, maintaining records and ensuring 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.
* Proactively respond to feedback and concerns regarding quality of services and escalate complaints if necessary. Demonstrate sound knowledge of relevant KPIs and meet minimum targets.
* Be aware of and adapt ways of working to account for process changes arising from our ongoing transformation.
* Support communications with our staff regarding People services, policies, processes, and programmes. CSIRO Australia’s National Science Agency 2
* In conjunction with providing high quality people advice, work on a broad range of key projects under direction.
* Actively monitor, develop themes, and identify opportunities arising from common queries and people matters to inform People Advisory Leaders in improving efficiency and quality of People Services.
* 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.
* Work collaboratively as part of a multi-disciplinary, often 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.

**Assignment Specific Duties:**

We have a HR Officer opportunity available within our Operations stream of People Advisory. Additional duties that apply in Operations include:

* Form and participate in squads to support the delivery of People initiatives and planned cyclical services for the whole of CSIRO, including rewards and promotions and surveys.
* Support the delivery of ad-hoc activities including business unit changes and relocations.
* Provide targeted support to agreed projects and business requirements.

## **Selection Criteria**

#### Essential

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

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 to resolve complex issues and the ability to provide specialist support, escalating matters if required.
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. Proven level of high standard of written and verbal communication skills with the ability to communicate professionally in a collaborative environment.
5. 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.
6. Proven ability to adapt to new technological platforms and assist others to adopt and efficiently use them.
7. Demonstrated customer service orientation with the ability to adapt communication style and prioritise to deliver to identified needs.

## **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

* 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/) 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