# Position Details

## Administrative Services- CSOF3

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| The following information is for applicants | |
| Advertised Job Title | Business Support Officer |
| Job Reference | 91296 |
| Tenure | Specified Term to 31 December 2025, with possibility of extension  Part time (minimum 0.5 FTE) |
| Salary Range | AU$68,148 to AU$86,733 pa + up to 15.4% superannuation |
| Location(s) | Negotiable (East coast preferred) |
| 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 | Business and Operations Team Leader |
| Client Focus – Internal | 50% |
| Client Focus – External | 50% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Peter Walker at pj.walker@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. |

### Role Overview

The Business Support Officer is part of the national Business and Operations team in CSIRO’s Education and Outreach area. The purpose of the role is to provide administrative and client support services to assist with the effective operation of the **GFG Foundation Student Programme** (GFG FSP), to ultimately deliver on CSIRO’s strategy.

The GFG Foundation Student Programme (GFG FSP) is an after-school programme engaging local high school students in inquiry-based STEM projects, with connections to industry, while supporting young people to develop enterprise skills and investigate career pathways. It is delivered in partnership between the GFG Foundation, CSIRO and Prince’s Trust Australia, with support from industry mentors.

The programme is currently delivered in local communities across four regional areas in New South Wales, South Australia, and Tasmania, with planned expansion over the next 3 years into Victoria and another region in NSW.

The role may involve travel to support the program’s activities, events and/or meetings.

### Duties and Key Result Areas:

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

* Support the planning and co-ordination of the GFG FSP cohorts, including student and mentor recruitment.
* Assist with updating and distributing program documentation and support materials for stakeholders and participants.
* Support the GFG FSP team with the coordination of events and program excursions, including development of event documentation, drafting correspondence, liaising with CSIRO’s client central & web request teams, liaising with venues/attendees and organising transportation and catering.
* Respond to enquiries via email and telephone and escalate and redirect issues as required.
* Complete financial transactions and purchasing services relating to events and bookings.
* Support the GFG FSP and Business and Operations teams with administration tasks
* Support the GFG FSP teams with data entry and database administration, file management in the GFG FSP Microsoft Teams space, and record keeping.
* Support the GFG FSP team with travel arrangements, as required.
* Coordinate Working with Children Checks and NAPCAN training sessions for the GFG FSP mentors.
* Collate cohort summary reports and coordinate the prompt completion of the annual activity report.
* Record and distribute meeting minutes to key stakeholders.
* 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 Business and Operations team, Education and Outreach, and across CSIRO to reach objectives.
* Choose appropriate strategies and communication styles to maintain high levels of customer service.
* Adhere to the spirit and practice of CSIRO’s Values, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm 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 organisational, time management and decision-making skills and experience in providing administrative support.
2. Demonstrated ability to manage competing demands, establish priorities, organise tasks and meet deadlines, and escalate issues when required.
3. Demonstrated proficiency in a range of digital applications, such as Office 365, CRM systems, Webex/Teams, as well as the ability to quickly learn and use new applications.
4. Proven commitment to providing excellent customer service/support to both internal and external clients.
5. Demonstrated ability to professionally handle sensitive and confidential information and use appropriate judgment and discretion.
6. Demonstrated history of professional and respectful behaviours and attitudes in a collaborative environment including advocacy, representation and support for the wider CEdO team.
7. A valid Australian Class C driver’s licence.

## **Desirable:**

1. Willingness and ability to travel locally and interstate.

#### 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.

## **About CSIRO:**

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