

# Position details

## Administrative services- CSOF3

### THE FOLLOWING INFORMATION IS FOR APPLICANTS

<b>Advertised job title</b>	CBIS Administration Officer
<b>Job reference</b>	99581
<b>Tenure and work schedule</b>	Indefinite Full-time We will explore options for part-time, job-share and flexible work arrangements based on needs of the role and individual circumstances.
<b>Salary range</b>	AU\$73,567 - AU\$93,630 per annum (pro-rata for part-time) plus up to 15.4% superannuation
<b>Location(s) and office arrangements</b>	Black Mountain, Canberra, ACT  This role requires on-site presence with only occasional ad-hoc work from home arrangements.
<b>Relocation assistance</b>	Will be provided to the successful candidate if required
<b>Applications are open to</b>	<ul style="list-style-type: none"><li>• Internal CSIRO Employees</li><li>• Australian/New Zealand Citizens and Australian Permanent Residents</li></ul>
<b>Position reports to the</b>	CBIS Administration Manager
<b>Client focus – internal</b>	60%
<b>Client focus – external</b>	40%
<b>Number of direct reports</b>	0
<b>Enquire about this job</b>	Nicole van Schieveen – <a href="mailto:nicole.van.schieveen@csiro.au">nicole.van.schieveen@csiro.au</a>
<b>Support and workplace adjustments</b>	We offer a range of reasonable supports and workplace adjustments. Please let us know via email <a href="mailto:nicole.van.schieveen">nicole.van.schieveen</a> or phone 02 6246 5640 if we can help you to equitably participate in our recruitment process or the role itself.
<b>How to apply</b>	Apply online at <a href="https://jobs.csiro.au/">https://jobs.csiro.au/</a> Internal applicants please apply via <b>Jobs Central</b> If you experience difficulties when applying, please email <a href="mailto:careers.online@csiro.au">careers.online@csiro.au</a>

## 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](#).

## About CSIRO

As Australia's national science agency, CSIRO is solving the greatest challenges through innovative science and technology. Many of our iconic innovations were once considered impossible until someone, just like you, joined us and took on the challenge.

As one of the world's largest multidisciplinary mission-driven research organisations, we are focused on the issues that matter the most: for our quality of life, for the economy and for our environment. We believe diverse teams are more effective and deliver more innovative outcomes. When we all focus on the big things that really matter, and work in partnership with our communities and [Indigenous Australia](#), Australian science and technology can solve seemingly impossible problems and create new value for all Australians. Visit [CSIRO.au](#) for more information.

## Role overview

At the Commonwealth Scientific and Industrial Research Organisation (CSIRO), we do the extraordinary every day. We innovate for tomorrow and help improve today - for our customers, all Australians and the world. We imagine. We collaborate. We innovate. Australia is founding its future on science and innovation. CSIRO is a powerhouse of ideas, technologies and skills for building prosperity, growth, health and sustainability. It serves governments, industries, businesses and communities across the nation. CSIRO is Australia's premier research body, delivering innovative science for the benefit of Australians.

CSIRO has a complex property portfolio of owned and leased facilities that comprises over 900 buildings spread across 48 Australian sites and one international site, and 36 locations within Australia. These scientific research, (including National Research Infrastructure) and office/administration facilities are diverse in ownership, type of property, age and condition. The property portfolio is managed by CSIRO's Business and Infrastructure Services unit (CBIS) which has offices in each state.

The Administration Officer is responsible for undertaking the day-to-day administrative duties of the site or sites they are assigned. The role provides logistical, administrative and management services to support the effective provision of facility management related activities across a broad range of CSIRO operational

functions focusing on reception; security; stores; mail & freight; waste and fleet. This involves the development and implementation and/or administration of policies, systems and procedures that assist the organisation and the business units to achieve their objectives and meet Government and regulatory responsibilities.

To be successful at this role, good organisation skills, communication skills and the capacity to manage several tasks or requests simultaneously are considered core skills. The role also requires the incumbent to be professional and exceptional with time management and focused on quality customer service – on the phone, in correspondence and in person.

This role is typically a locality-based position which may have a primary “home” although the incumbent may be required to work across any CSIRO site in the locality.

## **Duties and key result areas**

- Respond courteously and efficiently to client requests, maintaining clear communication regarding mutual expectations and monitoring client satisfaction.
- Undertake a broad range of property-related administrative activities to a high standard, in support of the CBIS site, state or regional team. This may include interaction with Facilities Management systems at an experienced user level as may be required for the efficient operation of the facility.
- Instruct / assist team members in the provision of a high quality reception / Visitor management service in their being the first point of contact for external and internal clients including efficient referral, enquiries and follow-up to staff and clients at the site(s) supported.
- Assist 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 team’s email inbox, distributing requests appropriately and escalating issues as required.
- Update and maintain records and databases, complying with administrative systems and processes, to ensure that all information is accurate, stored correctly and accessible
- Deliver 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
- Provide support to staff and management, deliver precedent-based policy & procedure interpretation and advice, and instruct others on routine administrative activities, as required.
- Recommend improvements to systems and procedures and implement any approved changes.
- Communicate 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, often regionally dispersed facilities operational team, and business unit to carry out tasks in support of CSIRO’s scientific objectives.
- Adhere to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals.
- Other duties as directed.

## **Selection criteria**

### **Essential**

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

1. Demonstrated ability to manage property administration functions in a complex property environment, including the ability to prioritise workloads; problem solve by identifying solutions and considering implications; and the ability to recognise and make changes to improve performance.

2. Demonstrated experience and a willingness to undertake a range of general administrative support tasks in an office environment.
3. Proven ability to demonstrate initiative, actively contribute as a team member and share relevant and useful information.
4. An ability to recognise and seek to resolve problems as they arise and escalate issues as required.
5. Demonstrated strong organisational skills and the ability to prioritise demands, accepting personal responsibility for doing the job well.
6. Sound keyboard skills, knowledge of Microsoft Office applications and the ability to become familiar with use of facilities management specific software and systems.

### **Desirable**

1. Demonstrated experience working in a facilities management and/or logistics environment.
2. Knowledge or experience in the operation of Facilities based management systems that may include job logging, financial and building operations style platforms.



### Not sure if you meet all the criteria?

While it is CSIRO policy that the successful candidate must meet all the essential criteria, there are many ways to demonstrate this. Don't let the list discourage you. If you are unsure about applying, please reach out to the contact on page 1 of this document so we can discuss the role further.

### 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.

### Setting you up for success

We understand that not everyone works in the same way and sometimes people may require reasonable support and adjustments to perform at their best. Whether related to the recruitment process and or the role itself, this may include options such as providing different methods of communication, flexible hours or physical adjustments to work methods. If you feel comfortable, we encourage you to share any support and adjustments you may need to carry out the inherent requirements of the role. Please let us know via email [nicole.van.schieveen](mailto:nicole.van.schieveen) if we can help you to equitably participate in our recruitment process or the role itself

### Life at CSIRO and flexible working arrangements

We [work flexibly at CSIRO](#), offering a range of options for how, when and where you work. We can discuss flexible work arrangements with you during the recruitment process. CSIRO also offers a range of leave entitlements, [benefits](#) and [career development](#) opportunities. To learn more, visit [Careers at CSIRO](#).

We celebrate the uniqueness of our workforce and are committed to creating [diverse and inclusive teams](#) where everyone feels they belong. CSIRO is an equal employment opportunity organisation dedicated to recruiting people based on merit, and reflecting the diversity of the community we serve. We recognise true diversity encompasses all ages, nationalities, abilities, cultures, genders, sexualities, faiths, levels of education, diversity of thought and many more

aspects of identity. By empowering diverse teams, our community is reflected in the solutions we create.

## CSIRO values

CSIRO is a values-based organisation committed to values-based leadership.

Value	Descriptor	Behaviour
<b>People first</b>	Our priority is the safety and wellbeing of our people. We believe in, and respect, the power of diverse perspectives. We seek out and learn from our differences.	<ul style="list-style-type: none"><li>• Respectful</li><li>• Caring</li><li>• Inclusive</li></ul>
<b>Further together</b>	We achieve more together than we ever could alone. We listen and collaborate, in teams, across disciplines, across boundaries. We embrace ambiguity and use discussion and persistence to generate unique solutions to complex problems.	<ul style="list-style-type: none"><li>• Accountable</li><li>• Authentic</li><li>• Courageous</li></ul>
<b>Making it real</b>	We do science with real impact. We thrive when taking on the big challenges facing the world. We take educated risks and defy convention. We celebrate successes and failures and leverage them to learn as we strive to be the force for positive change.	<ul style="list-style-type: none"><li>• Partnering</li><li>• Cooperative</li><li>• Humble</li></ul>
<b>Trusted</b>	We're driven by purpose but remain objective. We fight misinformation with facts. We earn trust everywhere through everything we do. We trust each other and we hold each other accountable. Together our actions drive Australia's trust in CSIRO.	<ul style="list-style-type: none"><li>• Curious</li><li>• Adaptive</li><li>• Entrepreneurial</li></ul>

## 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](#).

### 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.

- 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.