



Position Details

Administrative Services- CSOF4

THE FOLLOWING INFORMATION IS FOR APPLICANTS	
Advertised Job Title	Program Support Officer – CSOF4 (Multiple Positions)
Job Reference	101595
Tenure	Indefinite Full-time or Part-time 25 hours per week
Salary Range	AU\$96,811 - AU\$109,527 per annum (pro-rata for part-time) plus, up to 15.4% superannuation
Location(s)	Flexible
Relocation Assistance	Not Applicable
Applications are open to	Australian Citizens
Position reports to the	Kelly Archer
Client Focus – Internal	100%
Client Focus – External	0%
Number of Direct Reports	0
Enquire about this job	Contact kelly.archer@csiro.au or phone +61 3 5227 5115
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](#).

Role Overview

The role of Program Support Officer in CSIRO's Information Management & Technology (IMT) is to provide administrative support and coordinate operations and services to the IMT Deputy Directors, the Chief Information Security Officer (CISO), and their teams. This role has a unique value add which shapes how IMT operates and efficiently delivers outcomes for the organisation.

The Program Support Officer will have demonstrated high-level experience in office administration, the ability to provide assistance to an executive team, and effective oral and written communication skills. They will engage in continual problem solving, will have outstanding multi-tasking skills and the capacity to prioritise issues constantly.

The scope of the role ranges from scheduling, administrative support, coordinating activities, projects and the creation of documentation to support the outcomes for the teams.

IMT has one CISO, and three Deputy Directors that are structured and accountable for:

- Applications, Information Management and Support
- IT Services
- Office of the Chief Technology Officer
- Cyber Security

Duties and Key Result Areas

- Coordinate and support IMT group meetings by providing
 - Scheduling
 - Event organisation
 - Assisting with agenda and document preparation as required
 - Recording and distributing meeting actions
- Assisting with project and program administration and support as required, including
 - SharePoint set up and management
 - supporting audit and survey requirements
 - managing IMT channels including SharePoint sites, Teams chats, and meetings for delegate access
- Provide leave coverage for colleagues, or contribute to IMT or CSIRO initiatives as required
- Develop and maintain documentation to support the objectives and output of the program and group area.
- Develop and maintain work instructions for all processes undertaken in your work area.
- Maintain CIO Office group inbox and calendar
 - Ensuring all key dates and deadlines are recorded
 - CIO, CISO, Deputy Director and team travel/leave is recorded
 - Manage group and program meetings
 - All enquiries are responded to in a timely manner
- End of year task completion to plan for the year ahead and ensure a smooth transition for IMT
- Participate in planning the activities of the group in a support capacity
- Utilise appropriate communication and technology platforms to ensure information and program activities are delivered effectively
- Establish networks with other professionals in their field to ensure that the service provided continues to add value.
- Communicate openly, effectively, and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of IMT's reputation.
- Work collaboratively as part of a multi-disciplinary, regionally dispersed team to carry out tasks in support IMT's objectives.

- Adhere to the spirit and practice of CSIRO's Values, Code of Conduct, Health, Safety and Environment procedures and policy, 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. Relevant qualifications and/or 3+ years' experience supporting executive staff
2. Highly proficient in MS Office 365, Teams and SharePoint developing reports and presentations
3. Strong communication skills (via phone, video, email and in-person)
4. Excellent organizational and time management skills with an ability to think proactively take initiative and prioritize work in a high-volume environment.
5. Highly developed analytical and problem-solving skills with the capacity to work through issues and identify solutions.
6. Ability to work independently while also being a willing and active contributor to the team.
7. Ability to take initiative and find innovative solutions

Required Competencies

- **Teamwork and Collaboration:** Cooperates with others to achieve organisational objectives and may share team resources in order to do this. Collaborates with other teams as well as industry colleagues.
- **Influence and Communication:** Uses knowledge of other party's priorities and adapts presentations or discussions to appeal to the interests and level of the audience. Anticipates and prepares for others' reactions.
- **Resource Management/Leadership:** Allocates activities, directs tasks and manages resources to meet objectives. Provides coaching and on the job training, recognises and supports staff achievements and fosters open communication in the team.
- **Judgement and Problem Solving:** Investigates underlying issues of complex and ill-defined problems and develops appropriate response by adapting/creating and testing alternative solutions.
- **Independence:** Recognises and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).
- **Adaptability:** Copes with ambiguity or situations that lack clarity. Adapts readily to changing circumstances and new responsibilities (which may include activities outside own preferences) in the interests of achieving team objectives. Recognises the need for and undertakes personal development as a result of changes.

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.
- The successful candidate will be required to obtain and maintain a security clearance at the Baseline level.

About CSIRO

We solve the greatest challenges through innovative science and technology. Visit [CSIRO Online](#) 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