



Position details

Administrative services- CSOF2

THE FOLLOWING INFORMATION IS FOR APPLICANTS	
Advertised job title	CBIS Reception/Administration Officer
Job reference	102771
Tenure and work schedule	Specified Term ending 30/06/2027 We will explore options for part-time (job-share) arrangements based on needs of the role and individual circumstances.
Salary range	AU\$61,079 - AU\$73,424 per annum (pro-rata for part-time) plus up to 15.4% superannuation
Location(s) and office arrangements	Melbourne (Clayton).
Relocation assistance	N/A
Applications are open to	Australian/New Zealand Citizens and Australian Permanent Residents
Position reports to the	CBIS Coordinator – Admin
Client focus – internal	70%
Client focus – external	30%
Number of direct reports	0
Enquire about this job	Nicole McBurnie via email at nicole.mcburnie@csiro.au or
Support and workplace adjustments	We offer a range of reasonable supports and workplace adjustments. Please let us know via email sarah.lyons@csiro.au if we can help you to equitably participate in our recruitment process or the role itself.
How to apply	Apply online at https://jobs.csiro.au/ Internal applicants please apply via Jobs Central We encourage you to reach out if you require any support or experience difficulties when applying – please email careers.online@csiro.au

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](https://www.csiro.au) for more information.

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 CSIRO to achieve its objectives and meet Government and regulatory responsibilities.

CSIRO has a complex property portfolio of owned and leased facilities that comprises over 1,000 buildings spread across 55 locations within Australia and in three countries overseas. This 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 CBIS Administration Officer position is the first point of contact for staff and visitors at a CSIRO site. This role is a locality-based position and although it has a primary home site, the incumbent may be required to remotely provide some support services across multiple sites and/or work across any CSIRO site in the locality.

CBIS Administration staff are focused on quality customer service – on the phone, in correspondence and in person. The role provides administrative and management services to support the effective delivery of facility management-related activities. This involves the development and implementation and/or administration of policies, systems and procedures that assist the organisation to achieve its objectives and meet Legislative and Regulatory responsibilities.

Duties and key result areas:

- Provide a high-quality reception/visitor management service as 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.
- Respond courteously and efficiently to requests for your services, keep clients informed about progress and redirect requests to appropriate staff when required.
- 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.

- Provide administrative support in respect to the vehicle fleet where applicable.
- Keep records in accordance with CSIRO's standards using Content Manager.
- Under general supervision, undertake a range of administrative and facilities management tasks, at times under specific instruction, in accordance with established procedures and using skills developed through experience and/or training.
- Communicate openly, effectively and respectfully with all staff, clients and contractors 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 team to carry out tasks in support of CSIRO's objectives.
- Advise remote staff on booking of meeting rooms, ensuring site-specific requirements are accurately conveyed.
- Provide basic instruction and assistance to staff for the purpose of maintaining accuracy and compliance with policy and procedures, relevant to the immediate work area and responsibilities, as required.
- Support the induction process for new staff, visitors, and contractors.
- Assist in the procurement of office and facility supplies, liaising with suppliers, maintaining stock levels, and managing invoices in line with procurement policies.
- 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.

This position description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required to perform the role.

Selection criteria

Essential

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

1. Demonstrated work experience as a professional administration officer with the primary focus being on the provision of quality customer service through front-desk activities and visitor management, underpinned by excellent communication skills and the ability to multitask.
2. Proven ability to demonstrate initiative, actively contribute as a team member and share relevant and useful information, accepting personal responsibility for doing the job well.
3. An ability to recognise and seek to resolve problems as they arise and escalate issues as required.

4. Demonstrated strong organisational skills and the ability to manage shifting priorities, support multiple sites remotely and respond quickly to changing operational needs.
5. Sound keyboard skills, knowledge of Microsoft Office applications including Outlook, Word and Excel, and the ability to become familiar with use of other software and systems.
6. Proven ability to manage confidential or sensitive information with discretion and integrity.
7. Strong attention to detail in handling documentation, data entry, and compliance-related processes, accurately maintaining records in accordance with organisational and regulatory standards.
8. Demonstrated experience working as part of a team and the ability to adapt to peaks and troughs in workload.

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:** Demonstrates initiative, actively contributing as a team member. Supports team decisions and keeps other team members up to date about individual actions. Shares all relevant and useful information. Pitches in and helps other team members when necessary.
- **Influence and communication:** Communicates basic facts in a courteous manner including posing appropriate questions to gain factual information.
- **Resource management/leadership:** Provides instruction and assists other staff to complete allocated tasks and activities.
- **Judgement and problem solving:** Selects appropriate solutions to clearly defined problems using readily available information. Alternatives are limited and prescribed or apparent.
- **Independence:** Accepts personal responsibility for doing the job well. Looks for opportunities to improve the way things are done and makes recommendations accordingly.
- **Adaptability:** Accepts the need for change to work routines or technology.

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 sarah.lyons@csior.au 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
People first	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"> • Respectful • Caring • Inclusive
Further together	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"> • Accountable • Authentic • Courageous
Making it real	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"> • Partnering • Cooperative • Humble •
Trusted	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"> • Curious • Adaptive • Entrepreneurial

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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.