# CBIS Officer Administration

# Position Details

## Administrative Services- CSOF3

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| The following information is for applicants | |
| Advertised Job Title | CBIS Officer Administration – CSOF3 |
| Job Reference | 77735 |
| Tenure | Indefinite |
| Salary Range | AU$66,163 to AU$84,207 pa (pro-rata for part time) + up to 15.4% superannuation |
| Location(s) | Waite Campus, Adelaide, SA |
| Relocation Assistance | Will be provided to the successful applicant if required |
| Applications are open to | * Australian/New Zealand Citizens and  Australian Permanent Residents Only |
| Position reports to the | CBIS Facilities Coordinator Administration |
| Client Focus – Internal | 80% |
| Client Focus – External | 20% |
| Number of Direct Reports | 0 |
| Enquire about this job | Joanna Ferris [joanna.ferris@csiro.au](mailto:joanna.ferris@csiro.au) 0477 740 138 |
| 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

## Administrative staff in CSIRO 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 the organisation and the business units to achieve their objectives and meet Government and regulatory responsibilities.

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 focussing 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.
* 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.
* Provide administrative support in respect to the vehicle fleet including commissioning and disposing of vehicles, managing vehicle registration and fuel cards, organising maintenance and repairs, updating the Fleet Management system (FleetWave); daily management of bookings and acquittals; and providing advice and assistance to local drivers.
* Provide administrative support in respect to the store operations including but not limited to, assisting with management of the inventory control system, coordinating stock orders and invoice allocation and payments.
* Provide a receipt and dispatch style service to support the transfer of goods on and off site(s). This may be provided via a dedicated store / dock area or through reception / front office.
* 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.

## **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 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.

Special Requirements

Appointment to these roles may be subject to conditions including provision of a national police check as well as other security/medical/character clearance requirements.

* The successful candidates 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.

## **About CSIRO:**

We solve the greatest challenges through innovative science and technology. To find out more visit us [online](http://www.csiro.au/)!

CSIRO is a values-based organisation. We expect our employees to demonstrate behaviours aligned to our values of:

• People First

• Further Together

• Making it Real

• Trusted