# Position Details

## Communication & Information- CSOF3

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| The following information is for applicants |
| Advertised Job Title | Social Media Officer |
| Job Reference | 77903 |
| Tenure | Indefinite full-time |
| Salary Range | AU$64,866\_ to AU$82,556 pa (pro-rata for part-time) + 15.4% superannuation |
| Location(s) | Vic, Qld, ACT, SA, NSW |
| 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 | Editorial and Content Manager |
| Client Focus – Internal | 50% |
| Client Focus – External | 50% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Summer Goodwin via email at summer.goodwin@csiro.au or phone +61 422 018 886 |
| 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. |

## Role overview:

The role of Communication and Information staff within Corporate Affairs is to support the delivery of science and research through effective and compelling communications to enhance CSIRO’s public image. The role may involve the storage, retrieval, and protection of information and digital assets. Communication staff typically interact with industry groups, other government agencies, professional groups, media, and the Australian public.

The Social Media Officer works as part of the Editorial and Content team within Corporate Communications to plan and implement the delivery of CSIRO’s stories across digital and social platforms. This includes website, blog, Facebook, Twitter, LinkedIn, and Instagram. The role bridges technical and content areas and requires a combination of strategic, data analytics and creative thinking.

## Duties:

* Work proactively and collaboratively as part of a team to implement effective communication plans and content posts across digital and social channels.
* Research, write and edit content for blog posts, social posts, video scripts, and web copy.
* Monitor social media and, where appropriate and under advice, moderate and respond to posts.
* Provide administration support and training to the Corporate Affairs team across all social media channels.
* Provide metrics across all social media channels upon request.
* Be part of a social media monitoring roster during and outside standard business hours, including weekends.
* Develop and manage paid social campaigns including Facebook/Instagram and LinkedIn.
* Other duties as directed.

## Key result areas:

* Respond courteously and efficiently to routine enquiries, often requiring direct liaison with clients, maintaining clear communication in keeping clients informed about progress, and monitoring their satisfaction. (giving updates on progression)
* Under technical direction undertake a range of activities which support the effective communication and dissemination of information, working with discretion in selecting the most appropriate methods and sequence of completing tasks.
* Be able to co-ordinate the activities of other staff including providing on-the-job training in the performance of routine activities.
* Have the capability to effectively communicate and disseminate information to bodies external to the Organisation including the Australian community.
* Provide support, information and/or instruction to staff outside their own work area or external client groups, often in an environment where there are conflicting priorities and deadlines to be met, often including giving precedent-based advice on policy or procedural guidance to staff outside their work area.
* Investigate and recommend changes to standard processes and procedures in line with technological advancement and your field of expertise.
* 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 research team, and business unit to carry out tasks in support of CSIRO scientific objectives.
* Adhere to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment procedures and policy, Diversity initiatives and Making Safety Personal goals.
* Other duties as directed.

## **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:** 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.

## Selection criteria:

Under CSIRO policy only those who meet all selection criteria can be appointed:

1. Relevant qualifications or relevant work experience in an area such as communication, PR, or digital and social media.
2. Creative communicator with strong written and oral communication skills.
3. Demonstrated engagement and knowledge of digital and social media, including social advertising.
4. Ability to develop and maintain strong relationships with colleagues, management, and stakeholders at all levels.
5. Demonstrated initiative and ability to be responsive in the media environment.

## **Desirable:**

1. Experience or strong interest in science communication.
2. Experience in graphic design.
3. Experience in multimedia editing and production, including video and Adobe Creative Suite.

Special Requirements

Appointment to this role may be subject to conditions including provision of a national police check as well as other security/medical/character clearance 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. The successful candidate may be required to obtain a working with children check in the future.

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