# Position Details

## Administrative Services- CSOF5

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| The following information is for applicants |
| Advertised Job Title | Engagement Specialist |
| Job Reference | 77941 |
| Tenure | Indefinite Full-time or Part-time  |
| Salary Range | AU$102,724 to AU$111,165 pa (pro-rata for part-time) + up to 15.4% superannuation |
| Location(s) | Adelaide, SA; Brisbane, QLD; Canberra, ACT; Clayton, VIC or Hobart TAS |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | * Australian/New Zealand Citizens and Australian Permanent Residents Only
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| Position reports to the | Engagement Manager |
| Client Focus – Internal | 80% |
| Client Focus – External | 20% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Chris Krishna-Pillay via e-mail at Chris.Krishna-Pillay@csiro.au |
| 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 Culture, Diversity and Inclusion team is a Centre of Excellence for prioritising and implementing CSIRO’s strategy to increase the diversity of our people and to embed culture, diversity and inclusion into the organisation as a whole. The Engagement team operates within this function to specialise in leading the delivering of programs and initiatives that enable a shift towards the desired organisational culture at CSIRO.

The **Engagement Specialist** role is a critical support position in the Culture, Diversity and Inclusion team, reporting to the Engagement Manager. The role is responsible for delivering core engagement programs to achieve positive business impacts in alignment with CSIRO’s broader organisational goals. The Engagement Specialist will act as a subject matter expert and a trusted advisor in facilitating, connecting, and building expertise for our people on key topics and will work across People in an integrated matter providing strategic input to enable a culture that enables a more inclusive workplace and addresses long-standing organisation wide problems.

### Duties and Key Result Areas:

* Delivery of programs and initiatives which enable a shift toward the desired organisational culture at CSIRO. Design, deliver and evaluate core engagement programs to ensure they have business impacts in alignment with broader organisational goals.
* Operate as a subject matter expert to facilitate the delivery of key organisational programs which connect our people on key topics that enable a culture which effects a more inclusive workplace.
* Act as a trusted advisor, understanding and seeking where necessary information about the real underlying organisational needs, identifying, and adapting quickly to market changes, and providing expert solutions and strategic advice. Connect with internal committees and working groups to drive changes across the portfolio of work.
* Through external engagements, capture and disseminate the requirements regarding pathways for external accreditations.
* Build expertise across culture, diversity, inclusion, organisational development, and enterprise change disciplines and develop the professional skills of others, primarily across the People function to ensure we build expertise and capability.
* Partner with the Evaluation and Strategy team to deliver culture survey and insights support for business leaders.
* Support the Engagement Manager with the introduction of new perspectives/directions to address long-standing organisation-wide problems.
* Communicate openly, effectively and respectfully with all People, customers and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation.
* Under limited direction, use technical expertise to lead a range of support activities, or be responsible for a number of smaller projects, with independence of action within their own function, achieving results through the use and allocation of available resources, within constraints laid down by managers.
* 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.
* Liaise with internal stakeholders to determine their needs, tailoring solutions to potentially conflicting requirements, taking personal responsibility for client satisfaction, and correcting problems promptly and in a constructive manner.
* Display a willingness to influence the decision of managers by recognising the need for change in initiating innovative solutions/proposals and liaise with and influence related professions to develop practices, which support the Business Unit.
* Other duties as directed

## **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:** Sets up and maintains effective and efficient work teams and manages performance and resources, to achieve objectives. Chooses appropriate management strategies and communication styles to maintain high levels of motivation and productivity. Gives feedback for development purposes and provides support and direction for improvement.
* **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:** Plans, sets and works to meet challenging standards and goals for self and/or others. Recognises where endeavours will make the most impact or difference, decides on desired outcome and sets realistic goals to reach this target.
* **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.

## **Selection Criteria**

#### Essential

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

1. Relevant qualification in Human Resource Management, Organisational Development, Organisational Psychology or other relevant discipline. ​
2. At least 5 years’ relevant demonstrated experience in the delivery of engagement activities across a range of sizes and complexity.
3. Excellent verbal and written communication skills with a wide variety of stakeholders with varying levels of seniority including executive level.​
4. A strong track record of effectively initiating, implementing and effecting impactful organisational change evidenced by business impact, in alignment with the strategic direction of the organisation. ​
5. A proven ability to integrate multiple perspectives, inclusive of Diversity and Inclusion, Culture, Organisational Effectiveness, Enterprise Change and Leadership Performance, in order to deliver and influence organisational outcomes aligned to organisational objectives. ​
6. Demonstrated track record of contributing to an integrated program of work, encountering frequent ambiguity and constantly changing environments. ​
7. Excellent facilitation skills, evidenced by experience facilitating internal and external network or working groups. ​
8. Strong interpersonal skills exemplified by experience establishing and maintaining strong partnerships. Strong ability to engage with internal and external stakeholders at all levels and ensuring alignment between client needs and CSIRO’s research objectives.​
9. A significant record of innovation and creativity plus the ability and willingness to incorporate and/or promote the inclusion of novel ideas and approaches into the organisation.​
10. Demonstrated professional and respectful behaviours and attitudes in a collaborative environment.​

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.

## **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 value-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