# Position Details

# Case Specialist CSOF3

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| The following information is for applicants | |
| Advertised Job Title | Case Specialist CSOF 3 |
| Job Reference | 79843 |
| Tenure | Specified Term of 2 years, Full-time |
| Salary Range | AU$66163 to AU$84207 (pro-rata for part-time) + up to 15.4% superannuation |
| Location(s) | QLD, ACT |
| Relocation Assistance | Not provided for this role |
| Applications are open to | Australian/New Zealand Citizens and Australian Permanent Residents Only |
| Position reports to the | Senior Case Specialist |
| Client Focus – Internal | 60% |
| Client Focus – External | 40% |
| Number of Direct Reports | 0 |
| Enquire about this job | Apply via CSIRO Careers website. [Careers - CSIRO](https://www.csiro.au/en/Careers) |
| 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 provides 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 Talent Acquisition Services team partner with the business and our TA Business Partners to provide an exceptional experience for new people joining the organisation and for current employees moving to new opportunities. We deliver recruitment services differently using digital automation and simplify processes through continuous improvements.

In this team you will work in a fast paced, high volume environment, delivering recruitment and onboarding services with a strong customer focus. You will be responsible for the preparation of offers for CSIRO Officers and Affiliates, provision of ‘inbound’ services (relocation and visa sponsorships) and integrity and compliance checks. As a subject matter expert, you will provide consultative advice and support to all business stakeholders and new hires engaged through CSIRO’s Work and Training schemes, resolve complex enquiries, and identify, manage, and escalate risks.

### Duties and Key Result Areas:

* Deliver prompt onboarding services with an optimal solution and customer focus ensuring new hires have the best possible start with CSIRO
* Interpret and apply accurate policy advice to support hiring managers in appointing CSIRO staff and engaging Affiliates
* Manage routine employment offers and Affiliate agreements and associated ‘inbound’ services
* Be responsible for immigration requests, including submission of CSIRO sponsored nominations and ensuring *‘right to work’* compliance
* Collaborate with Talent Acquisition Partners, Project Partners and Talent Acquisition Business Partners to ensure a seamless, high touch and efficient onboarding experience
* Complete quality check of case records, ensuring compliance with CSIRO policy and escalate risk or compliance issues to the Talent Acquisition Services Manager
* Maintain Success Factors and SAP HR with real time updates relating to individual candidate profiles, to ensure that all information is accurate, stored correctly and accessible by authorised team members
* Attend team meetings and extended HR meetings to keep knowledge up to date and to contribute information, knowledge and ideas for continual process improvement
* Understand Key Performance Indicators (KPI’s)/Service Level Agreements (SLA’s) and seek support and information to meet team targets
* Participate in online and in person recruitment forums and events to promote CSIRO employment profile to candidates and the talent acquisition community
* Collaborate with all members of the talent acquisition to support strategic initiatives, providing time, skills and effort to projects, ad hoc work assignments and other business demands as directed by talent acquisition senior managers and executive

### 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:** 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**

#### Essential

* Experience managing queries and identifying flexible solutions with a focus on accuracy, speed of management and delivering quality outcomes
* Excellent verbal and written communication skills with a wide range of stakeholders both internal and external with varying levels of seniority and knowledge of recruitment processes
* Highly organised with high level of attention to detail, ability to manage multiple streams of work and manage expectations of Talent team and People Partners
* Knowledge of Immigration entry requirements, visa application processes and compliance requirements for accredited sponsors
* Experience with integrity and background checks, pre-employment requirements as they relate to government and issues management (identifying risks and resolving issues)
* Technically proficient in Microsoft Office suite, Success Factors (recruitment and onboarding) or similar applicant tracking system and SAP HR.
* Demonstrated and proactive, solutions focused approach to managing individual and team contribution, with specific emphasis on alignment with CSIRO Talent guiding principles of being visible, easy to do business with, accountable, curious and collaborative

## **Desirable**

1. Certificate IV in Human Resources or relevant similar discipline
2. Experience managing or supporting recruitment compliance monitoring or reporting

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/)!

Find out more about the CSIRO [Australian Animal Health Laboratory](https://www.csiro.au/en/Research/Facilities/AAHL)

Find out more about CSIRO [Agriculture and Food](https://www.csiro.au/en/Research/AF)

Find out more about CSIRO [Health and Biosecurity](https://www.csiro.au/en/Research/BF)

Find out more about CSIRO [Energy](https://www.csiro.au/en/Research/EF)

Find out more about CSIRO [Land and Water](https://www.csiro.au/en/Research/LWF)

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