# Position Details

## Administrative Services- CSOF3

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| The following information is for applicants | |
| Advertised Job Title | Business Support Officer |
| Job Reference | 72568 |
| Tenure | Specified Term until 6th September 2023  Full-time |
| Salary Range | AU$63,594 to AU$80,937pa (pro-rata for part-time) + up to 15.4% superannuation |
| Location(s) | Sydney (North Ryde) preferred, other locations by negotiation |
| 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 | Business and Operations Team Leader |
| Client Focus – Internal | 50% |
| Client Focus – External | 50% |
| Number of Direct Reports | 0 |
| Enquire about this job | * Contact Peter Walker via email at pj.walker@csiro.au or phone 07 3833 5608 |
| 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

The Business Support Officer is part of the national Business and Operations team in CSIRO’s Education and Outreach (CEdO) area. The purpose of the role is to provide administrative and client support services to assist with the effective operation of the Digital Careers and Generation STEM programs, to ultimately deliver on CSIRO’s strategy.

This involves the implementation and operational support of policies, IT systems and procedures that assist the Digital Careers and Generation STEM programs to achieve their objectives and meet Government and regulatory responsibilities – including Child Safety responsibilities.

Generation STEM is a $25 million 10-year initiative which works with industry, government and education sectors to support, train and retain students in science, technology, engineering and mathematics (STEM) career pathways in NSW. As part of Generation STEM, the STEM Community Partnerships Program (STEM CPP) invites year 9 and 10 students to participate in STEM inquiry-based projects to address challenges faced by their local communities. The team is also developing new programs to launch in 2021.

Digital Careers delivers real world, future-focused education initiatives to help students pursue an exciting digital career. The primary objectives of the program are to

* Increase awareness, interest and participation amongst school students in computational thinking and digital technologies.
* Increase awareness of career diversity and job opportunities for students studying ICT and STEM.
* Provide education and training material and professional development for educators delivering digital technology curriculum and activities.

In 2021, Digital Careers received new funding to deliver expanded activities to 2023.

### Duties and Key Result Areas

As part of the Business and Operations team, the Business Support Officer will:

* Provide professional, client focused, customer interaction by monitoring and responding to Digital Careers and Generation STEM enquiries via email and telephone.
* Support the Digital Careers, Generation STEM and Business Operations teams with administration tasks as required.
* Support Digital Careers and Generation STEM teams with data entry and database/Customer Relationship Management (CRM) administration.
* Support the Generation STEM team with the coordination of events and external activities including:
  + Development of event documentation.
  + Drafting correspondence.
  + Liaising with venues/attendees.
  + Attending the events to provide support as required.
* Coordinate Working with Children Checks and National Police Certificates for the Digital Careers and Generation STEM programs.
* Identify innovative ways to deal with problems and opportunities using creativity, reasoning and past experience.
* Choose appropriate strategies and communication styles to maintain high levels of customer service.
* Maintain confidentiality when working with commercially sensitive or personal information.
* Demonstrate appropriate behaviours at all times when working with children.
* Communicate effectively and respectfully with all staff, clients, stakeholders, schools, industry partners and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation.
* Work as a member of a multi-disciplinary, regionally dispersed team; collaborating with colleagues in the Business and Operations team, Education and Outreach, and across CSIRO to reach objectives.
* Adhere to the spirit and practice of CSIRO’s Values, 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:** 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

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

1. Demonstrated proficiency in Microsoft applications, such as Office 365, Word, Excel, PowerPoint and Outlook, as well as Webex, CRM systems, learning management and travel booking systems to manage processes and online transactions.
2. Proven commitment to providing excellent customer service/support to both internal and external clients by demonstrating the ability to convey information and ideas clearly and establish effective interpersonal relationships with a wide variety of clients both internal, external and online.
3. Demonstrated ability to professionally handle sensitive and confidential information and use appropriate judgment and discretion.
4. Demonstrated ability to manage competing demands; establish priorities; organise tasks and meet deadlines, and escalate issues when required.
5. Effective communication skills in multiple forms – email, telephone, face to face, online with sound writing skills.
6. Demonstrated history of professional and respectful behaviours and attitudes in a collaborative environment including advocacy, representation and support for the wider CEdO team.
7. Demonstrated understanding of how to work safely with children.
8. A valid Australian Class C driver’s licence.

## **Desirable**

1. Experience in processing Working with Children Checks and National Police Certificates.
2. Experience in, or the ability to develop skills, working in a project driven 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.
* This role has child safety obligations. Accordingly, the successful candidate will be required to obtain or provide evidence that they hold a working with children check prior to confirmation of appointment.
* The successful candidate must be willing and able to travel locally and interstate.

## **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.  In your application and at interview you will need to demonstrate behaviours aligned to our values of:

* 1. People First
  2. Further Together
  3. Making it Real
  4. Trusted

Find out more about the [CSIRO Education and Outreach](https://www.csiro.au/en/Education)