# Position Details

## Administrative Services – CSOF4

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| The following information is for applicants | |
| Advertised Job Title | SME Connect Program Advisor |
| Job Reference | 76836 |
| Tenure | Specified Term currently until 30 June 2022, with a potential extension  Full-time |
| Salary Range | AU$85,361 to AU$96,573 pa + up to 15.4% superannuation |
| Location(s) | Melbourne VIC; Sydney NSW; Canberra ACT; Perth WA; Brisbane QLD; Adelaide SA |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | * Australian or New Zealand Citizens currently residing in Australia * Australian Permanent Residents currently residing in Australia * Australian Temporary Residents currently residing in Australia, with a valid visa at least until end of 2023. |
| Position reports to the | SME Collaboration Nation Lead |
| Client Focus – Internal | 50% |
| Client Focus – External | 50% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact:  George Feast via email on [george.feast@csiro.au](mailto:george.feast@csiro.au) or phone +61 3 9545 2617  Monika Szabo via email on [monika.szabo@csiro.au](mailto:monika.szabo@csiro.au) or phone +61 3 9545 2596 |
| 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.

CSIRO’s [SME Connect](https://www.csiro.au/en/work-with-us/funding-programs/programs/SME-Connect/Meet-SME-Connect-Team) connects Australian small to medium sized enterprises/businesses (SMEs) with Australia's research sector, facilitating and enabling innovation-driven partnerships through funding, support and resources.

[CSIRO Kick-Start](https://www.csiro.au/en/work-with-us/funding-programs/programs/CSIRO-Kick-Start) is an initiative for innovative Australian start-ups and small businesses, providing facilitated access to CSIRO’s research expertise and capabilities to help grow their business. Through Kick-Start, businesses are connected to CSIRO researchers, helped through the collaboration process and can access matched funding of up to $50K to complete a R&D project with CSIRO researchers. As part of this role, a Program Advisor is required to assist with managing external Kick-Start leads, discuss potential projects with customers and researchers, review applications and manage after-project feedback. Other activities include identifying relevant promotional opportunities, such as networking events, conferences and seminars, and working with CSIRO’s communications team to prepare and update SME Connect promotional material including the website, case studies, and presentation materials.

The SME Collaboration Nation Initiative is a coordinated, whole of ecosystem approach to lowering the barriers for SMEs to access R&D. The initiative aims to double the number of SMEs engaging with publicly funded research and has its origins within the CSIRO Missions program. The initiative also aims to make CSIRO the national exemplar for engaging with SMEs. A key part of this role will involve assisting the lead and senior advisor with strategic programs, new pilots, tools and engaging with internal and external stakeholders for the initiative. The Program Advisor may also contribute to activities related to the management of SME data across CSIRO and helping to create a more efficient database of SME networks.

The SME Connect Program Advisor role will be spilt 0.5 FTE between the CSIRO Kick-Start program and 0.5 FTE with the SME Collaboration Nation initiative. The Program Advisor will be part of CSIRO Services and will work closely with colleagues from SME Connect. The role offers researchers an opportunity to explore alternative career pathways outside of research that still indirectly involve science and engagement in the innovation ecosystem.

### Duties & Key Result Area

**CSIRO Kick-Start specific:**

* Triaging leads and speaking to companies about potential Kick-Start projects
* Facilitating projects across CSIRO Business Units
* Managing project set-ups and applications
* Checking-in with on-going projects and gaining customer and researcher feedback
* Working on promotional materials such as case studies, website improvements and attending virtual events.

**SME Collaboration Nation specific:**

* Assisting with pilot programs and tools; marketing, implementation, management, and post-completion evaluations.
* Assisting with helping to create a database of SME networks.
* Contributing to a data analysis project investigating how SME projects are tracked across CSIRO.
* Helping to implement new processes and digital solutions for tracking and monitoring SME projects.
* General business development and stakeholder engagement with the innovation ecosystem.

**General:**

* Working collaboratively with colleagues within your team, business unit and across CSIRO.
* Other duties as directed by Kick-Start Program Manager and SME Collaboration Nation lead.

## **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:** Allocates activities, directs tasks and manages resources to meet objectives. Provides coaching and on the job training, recognises and supports staff achievements and fosters open communication in the team.
* **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:** Recognise and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).
* **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

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

#### Essential:

1. Tertiary qualifications preferably in STEM, Business Science or equivalent. A research background/training will be considered highly favourable.
2. High level written and oral communication skills with the ability to represent the team effectively internally and externally.
3. The ability to work independently and problem solve.
4. High level of organisational and coordination skills, and ability to prioritise work activities to meet business expectations and deadlines.
5. A history of professional and respectful behaviours and attitudes in a collaborative team environment.

#### Desirable:

1. Experience in industry-led research and development projects, gained from working in a publicly-funded research organisation (PFRO) or working in businesses that have successfully engaged with PFROs.
2. Program management and business development experience.
3. Experience with Customer Relationship Management software (e.g., O2D) and/or data analysis.

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.

## **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 [SME Connect](http://www.csiro.au/sme).