# Position Details

## Administrative Services- CSOF2

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| The following information is for applicants | |
| Advertised Job Title | CBIS Officer – Administration |
| Job Reference | 86005 |
| Tenure | Specified Term of 2 years  Full-time |
| Salary Range | AU$49k - AU$63k per annum (pro-rata for part-time)  plus up to 15.4% superannuation |
| Location(s) | Clayton, VIC |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian/New Zealand Citizens and Australian Permanent Residents |
| Position reports to the | CBIS Coordinator - Administration |
| Client Focus – Internal | 50% |
| Client Focus – External | 50% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Nicole McBurnie via email at [nicole.mcburnie@csiro.au](mailto:nicole.mcburnie@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](mailto:careers.online@csiro.au) or call 1300 984 220. |

**Acknowledgement of Country**

CSIRO acknowledges the Traditional Owners of the land, sea and waters, of the areas that we live and work on across Australia. We acknowledge their continuing connection to their culture and pay our respects to their Elders past and present. View our [vision towards reconciliation](https://www.csiro.au/en/about/Indigenous-engagement/Reconciliation-Action-Plan).

### Role Overview

CSIRO has a complex property portfolio of owned and leased facilities that comprises over 1,000 buildings spread across 59 locations within Australia and in three countries overseas. This scientific research, (including National Research Infrastructure) and office/administration facilities are diverse in ownership, type of property, age and condition. The property portfolio is managed by CSIRO’s Business and Infrastructure Services unit (CBIS) which has offices in each state.

The CBIS Officer Administration position is often the first point of contact for staff and visitors at a CSIRO site. This role is typically a Clayton-based position, although the incumbent may be required to work across other CSIRO sites.

The role provides logistical and administrative support for CBIS across a broad range of CSIRO facilities functions, focussing on reception and security.

Administrative staff are focused on quality customer service – on the phone, in correspondence and in person. This involves the assisting the CBIS Coordinator - Administration with the development and implementation and/or administration of policies, systems and procedures that assist CSIRO achieve its objectives and meet to meet the Government and regulatory responsibilities we operate under.

### Duties and Key Result Areas:

* Provide a high-quality reception / Visitor management service as the first point of contact for external and internal clients including efficient referral, enquiries and follow up to staff and clients at the site(s) supported.
* Assist in the security of the site, including management, maintenance, and issue of keys; access cards; ID cards; and related staff, visitor, and contractor registers.
* Maintain familiarity with the Facilities and Management systems at a base/general user level as may be required for the efficient operation and query assistance regarding the facilities/site(s) supported by the reception.
* Under general supervision, undertake a range of administrative and facilities management tasks, at times under specific instruction, in accordance with established procedures and using skills developed through experience and/or training
* Provide basic instruction and assistance to staff for the purpose of maintaining accuracy and compliance with policy and procedures, relevant to the immediate work area and responsibilities, as required.
* Look for opportunities to generate improved solutions in work situations, trying creative ways to deal with routine problems and opportunities, and exercising initiative when applying established procedures
* 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 administrative and facilities support team, and business unit to carry out tasks in support of CSIRO’s scientific objectives.
* Ensure all mandatory training is completed in a timely manner and take charge of your own development and constant improvements including adhering to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals.
* Other duties as directed.

**Selection Criteria**

#### Essential

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

1. Demonstrated work experience as a professional Receptionist with the primary focus being on the provision of quality customer service through front-desk activities and switchboard management, underpinned by excellent communication skills and the ability to multitask.
2. Demonstrated experience and a willingness to undertake a range of administrative support tasks in a general office environment.
3. Proven ability to demonstrate initiative, actively contribute as a team member and share relevant and useful information.
4. An ability to recognise and seek to resolve problems as they arise and escalate issues as required.
5. Demonstrated strong organisational skills and the ability to prioritise demands, accepting personal responsibility for doing the job well.
6. Sound keyboard skills, knowledge of Microsoft Office applications and the ability to become familiar with use of facilities management specific software and systems.

## **Desirable**

1. Demonstrated experience working in a facilities management and/or logistics environment.

## **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:** Selects appropriate solutions to clearly defined problems using readily available information. Alternatives are limited and prescribed or apparent.
* **Independence:** Accepts personal responsibility for doing the job well. Looks for opportunities to improve the way things are done and makes recommendations accordingly.
* **Adaptability:**Accepts the need for change to work routines or technology.

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 Clearance or equivalent. Please note that individuals 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. Visit [CSIRO Online](http://www.csiro.au/) for more information.

CSIRO is a values-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