# Position Details

## Administrative Services- CSOF4

|  |  |
| --- | --- |
| The following information is for applicants | |
| Advertised Job Title | Governance Co-ordinator |
| Job Reference | 89150 |
| Tenure | Indefinite, Full-time |
| Salary Range | AU$87,068 - AU$98,504 per annum (pro-rata for part-time)  plus up to 15.4% superannuation |
| Location(s) | Canberra, ACT. |
| 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 | Director, Governance |
| Client Focus – Internal | 90% |
| Client Focus – External | 10% |
| Number of Direct Reports | 0 |
| Enquire about this job | Lyn Murphy via email: [Lyn.murphy@csiro.au](mailto:Lyn.murphy@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

## The role of Administrative staff in CSIRO is to provide 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 Unit to achieve their objectives and meet Government and regulatory responsibilities.

## The Governance Co-ordinator position is an integral part of the Leadership Team and contributes to the delivery of value-add support directly to the Director and the Governance Leadership Team in meeting their objectives and deliverables.

## The Governance Co-ordinator reports to the Director and is responsible for supporting the efficient and effective operations of the Director’s Office in the delivery of CSIRO’s strategy and relationship with the Government and other stakeholders.

### Duties and Key Result Areas

* Take the lead in monitoring and addressing complex and/or sensitive enquiries and issues, including those that are escalated, to ensure their timely and effective resolution
* Provide diary management and email monitoring and triage for the Director.
* Provide secretariat support to a range of forums chaired by the Director of Governance, manage logistics for events and act as a central point of contact for HR, Communications, and other support functions (such as Health and Safety).
* In consultation with the Director, supervise and coordinate the collection and collation of information, prepare reports on business unit performance, provide high-level administrative support to the Governance leadership team (and the broader enterprise) and make recommendations to improve efficiency, cost management, and service delivery.
* Liaise with clients to anticipate their needs, ensure the relevance of the activity and achievement of team objectives, take personal responsibility for guaranteeing client satisfaction, and correct problems promptly and in a constructive manner.
* Under limited direction, provide a support service by way of participation in the planning of group activities frequently encountering ambiguity and showing initiative in interpreting policies and procedures.
* Be responsible for the delivery of effective administrative services to the Governance leadership team. This may include identifying gaps in record keeping and contributing to the team’s continuous improvement by supporting the department to develop and introduce improved document management processes and systems.
* Promote records management processes and procedures for the department to ensure technical information, documentation, and drawings are developed, maintained, and controlled to best practice standards.
* Deliver multiple administrative support activities and services by agreed standards, timeframes, and milestones, given tight timeframes and the need to maintain accuracy and attention to detail.
* 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, regionally dispersed team, and business unit to carry out tasks in support of CSIRO’s scientific objectives.
* 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.
* Other duties as directed.

## **Selection Criteria**

#### Essential

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

1. Demonstrated experience in providing administrative support to a manager or team in a fast-paced and complex environment.
2. Proven experience working with internal and external stakeholders, complex teams, and senior management to achieve organisational objectives.
3. Effective interpersonal skills with a demonstrated ability to develop, maintain and nurture relationships as well as adapt and adjust responses to influence and achieve objectives.
4. Demonstrated experience finding solutions and achieving outcomes when presented with ambiguous requests at a high volume and in a complex environment within set timeframes
5. Demonstrated experience identifying and implementing improved processes to support efficient and effective performance to achieve faster, better, lower cost, more efficiency, better quality, and improved client satisfaction.
6. Good knowledge of Excel in the development of custom solutions and analytics while conversant with all Microsoft Office applications.
7. Adaptability to a changing work environment, systems, and processes with a commitment to continue building skills and knowledge.
8. A history of professional and respectful behaviours and attitudes in a collaborative environment.

## **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:** Recognises 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.

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.

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