# Position Details: Operations and administration support officer

## Research consulting – CSOF4

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| The following information is for applicants | |
| Advertised Job Title | Operations and administration support officer |
| Job Reference | 90659 |
| Tenure | Specified Term of 3 years  Full-time (part-time would be considered for the right candidate) |
| Salary Range | $89,680 - $101,459 plus up to 15.4% superannuation |
| Location(s) | Melbourne, Sydney |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | * Australian Citizens and Australian Permanent Residents * Australian Temporary Residents currently residing in Australia with full work rights for the duration of the term (at least until end of 2025), without the requirement of sponsorship from CSIRO. |
| Position reports to the | Senior Manager, CSIRO Futures |
| Client Focus – Internal | 70% |
| Client Focus – External | 30% |
| Number of Direct Reports | None |
| Enquire about this job | Contact Max Temminghoff via email at max.temminghoff @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. |

Role Overview

The CSIRO Futures team are seeking a full-time operations and administration support officer who splits their time across practice development activities and project support.

* **Practice development:** As the team grows, we are looking to formalise our practices to drive efficiency and accountability. Beyond general office administration activities, your role would involve helping the team identify and introduce new operating tools and processes.
* **Project support:** All CSIRO Futures projects consist of strong external engagement and collaboration. Project support includes liaising with external stakeholders and supporting internal project administration tasks.

The successful candidate will be an enthusiastic, proactive and motivated team player who demonstrates a professional demeanour when interacting with internal and external stakeholders.

Why CSIRO Futures?

[CSIRO Futures](https://www.csiro.au/en/Showcase/CSIRO-Futures) is the strategic and economic advisory arm of CSIRO – Australia’s national science agency. This role provides an opportunity to:

* Work on globally impactful challenges – We work with forward thinking industry and government customers to tackle the world’s most important challenges, including the energy transition, sustainable food production and resilient healthcare systems.
* Support a high-performing advisory team and help it rapidly grow – CSIRO is supporting our team to double in size over the next two years to help deliver even more impact to our clients and the nation.
* Learn about the inner workings of a large R&D organisation and build relationships across CSIRO – CSIRO has over 5,000 researchers and technologists, and our team works across all research areas.
* Professional development – Beyond CSIRO’s commitment to dedicated learning and development days, the complex and multi-stakeholder nature of CSIRO Futures projects provide significant senior leadership and management experience compared to other consultancies.
* Flexible working arrangements – Our team offers a variety of flexible working arrangements including working from home.

Duties and Key Result Areas:

* Liaising with internal and external stakeholders to schedule project-based consultations and presentations, recruitment-based interviews, and internal team meetings.
* Supporting recruitment and onboarding activities such as equipment purchases and updating onboarding material.
* Support discrete process improvement initiatives by identifying and assessing existing tools and platforms. This includes proactively looking 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.
* Providing administration support for projects by completing various internal forms (e.g. ethics, privacy, and project management tools).
* Support pre- and post-project engagement to drive impact. This may include organising webinars or in-person launch activities, tracking contracting activities, and liaising with communications teams.
* Preparing meeting notes for quarterly team days as well as helping to initiate and follow-up on actions.
* 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.
* Adhere to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment procedures and policy, Diversity initiatives and Making Safety Personal goals.

## **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:** Sets up and maintains effective and efficient work teams and manages performance and resources, to achieve objectives. Chooses appropriate management strategies and communication styles to maintain high levels of motivation and productivity. Gives feedback for development purposes and provides support and direction for improvement.
* **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:** Plans, sets and works to meet challenging standards and goals for self and/or others. Recognises where endeavours will make the most impact or difference, decides on desired outcome and sets realistic goals to reach this target.
* **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**

#### Essential

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

1. Two years of experience providing administrative support to an individual or team in a professional setting.
2. The ability to work effectively in a team environment, proactively collaborating and consulting with internal and external stakeholders.
3. Experience coordinating and compiling inputs from a range of diverse stakeholders.
4. Strong time management and task prioritisation skills.
5. Strong attention to detail and organisational skills.
6. Excellent interpersonal and oral communication skills.
7. Competency in using Microsoft Word, Excel and PowerPoint.

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/)!