# Position Details

## Administrative Services- CSOF5

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| The following information is for applicants |
| Advertised Job Title | Senior Human Resources Advisor |
| Job Reference | 91965 |
| Tenure | Indefinite  |
| Salary Range | AU$105k - AU$114k per annum (pro-rata for part-time)plus up to 15.4% superannuation |
| Location(s) | Brisbane or Melbourne |
| 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 | Manager – People Advisory |
| Number of Direct Reports | 1-5 |
| Enquire about this job | Liz Neale, Manager – People Advisory via email at Liz.Neale@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 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

People Partnering in CSIRO comprises two teams, Strategic Partners and People Advisory. The People Advisory team is an enabling Service Delivery Portfolio for high quality and consistent advice in managing people-related issues across the Employee Lifecycle. The People Advisory team operates within this function to offer centralised support to maximise positive outcomes for individuals and the organisation in alignment with CSIRO’s values and strategy.

The **Senior Human Resources Advisor** is a critical leadership position in the People Advisory team, reporting to the Manager People Advisory. The role is responsible for leading, supporting, and directing a team of Human Resources Advisors and Human Resources Officers to advise and support employees and managers on operational People matters across the employee lifecycle to drive positive outcomes for CSIRO. They will also be expected to contribute to the development of service-level metrics and performance standards across People Advisory to measure organisational impact. Further, they will be responsible for leading projects and the formation of squads to support the delivery of cyclical people services and non-cyclical activities that contribute to people strategic priorities and are focused on enhancing and transforming the effectiveness of our service delivery.

Two opportunities exist for experienced Senior Human Resources Advisors to join our team in the following assignments.

**Team Lead – Special Assignments:**

In this role the Senior Human Resources Advisor will work closely with our Strategic HR Partners to undertake projects in support of specific business unit(s) People initiatives.

They will lead a team who are responsible for special assignments and projects across our People function. This role will suit someone with previous business partnering expertise.

**Team Lead - Operations:**

In this role the Senior Human Resources Advisor will work in close partnership with the Manager of People Advisory to support the delivery of people services across the employee lifecycle such as rewards and promotions, relocations, redeployment and redundancy programs. They will lead a small team of Human Resources Advisors and Human Resources Officers to provide these services, and participate in squads to deliver service improvement activities. This role will suit a person with broad generalist Human Resources experience and an understanding of business process improvements.

Team Leads may be expected to rotate across teams within People Advisory where required as there will be an ongoing requirement to undertake other roles within the team in the future.

### Core Duties and Key Result Areas

## **•** Provide high quality and consistent subject matter expertise and coaching to CSIRO people in managing people related issues across the entire employee lifecycle, enabled by new technology and a knowledge centre.

## • Manage and direct a small team of Human Resources Advisors and Officers within a fast paced and collaborative environment, taking responsibility for the performance management and development of the team so that high quality standards are maintained.

## • Lead and work in in a values-aligned manner, modelling desired culture, to achieve a cohesive, collaborative team.

## • Take accountability in responding to concerns regarding the quality of services provided and ensure any lessons learned are adopted into future business practices.

## • Contribute to the development of service-level metrics and performance standards across the People Advisory team to measure organisational impacts. Actively monitor service requests against these metrics to ensure resources can be managed to optimise workloads and capacity.

## • Ensure insights from the People Advisory team are shared with other stakeholders as required and consult with Strategic Partners/SME regularly to be aware of emerging needs/issues.

## • Readily adapt to changing requirements and new responsibilities in the interests of achieving team objectives.

## • Demonstrate integrity, tact, and the ability to handle and maintain personal, sensitive, and confidential information; understand appropriate use and disclosure of personal information and relevant privacy legislation.

## • Communicate effectively and respectfully with all staff, clients, and suppliers in the interests of good business practice, collaboration and enhancement of our reputation.

## • Adhere to the spirit and practice of CSIRO’s Code of Conduct and values, Health, Safety and Environment procedures and policy and diversity initiatives.

## • Rotate within People to roles within other teams at level as required.

## • Other duties as directed.

## **Special Assignments**

## • Working with Strategic Partners undertake projects of a longer nature in support of specific business unit(s) People initiatives.

## • Deputise for Strategic Partners as required for leave coverage.

## • Monitor the completion of project activities of team members to ensure milestones and outcomes are achieved.

## • Play a key role in developing and maintaining appropriate systems of work for the successful operation of the People Advisory function.

## **Operations Team**

## • Support the delivery of People initiatives and planned cyclical activities for the whole of CSIRO as required.

## • Lead the delivery of ad hoc activities including business unit changes and relocations.

## • In collaboration with the Manager People Advisory, develop an effective work plan that ensures the delivery of key services and supports the agreed Business Unit or Enterprise project initiatives aligned to the People strategy.

## • Play a key role in developing and maintaining appropriate systems of work for the successful operation of the People Advisory function.

## • Develop and share data driven insights from the operation of People Advisory to inform decision making within the People Advisory leadership Team.

## • Play a key role in People Advisory’s contribution to maintaining the Knowledge centre.

## **Selection Criteria**

#### Essential

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

1. Relevant Bachelor’s Degree or equivalent experience in Human Resource Management, Business Management, or other relevant discipline. 5 to 7 years' experience in a providing generalist HR advice across the employment lifecycle that is consistent, accurate and considered.​
2. Demonstrated ability to advise staff and people managers on a range of complex matters to empower them to act independently, providing specialist support and escalating matters if required.
3. A highly developed understanding of customer service and the ability to manage concerns regarding service provision in a constructive and collaborative manner.
4. Demonstrated history of allocating activities, directing tasks, and managing resources to drive a small and highly engaged team to meet organisational objectives and deliver on commitments.
5. Evidence of collaborative and agile working that adapts to changing requirements.
6. Superior written and oral communication skills and the ability to articulate a position in a coherent and succinct manner.
7. Exceptional organisational skills and attention to detail, able to prioritise competing demands, and a clear understanding of risk and when to escalate issues to achieve positive outcomes.
8. A history of anticipating and managing problems in ambiguous situations.
9. An ability to adapt to new technological platforms and assist others to adopt and efficiently use them.
10. A track record of identifying, designing, and deploying process improvements across the employee lifecycle.
11. A motivated and resilient team player with the drive to support the overall People function.
12. Demonstrated evidence 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:** 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.

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. 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