# Position Details

## Administrative Services- CSOF4

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| The following information is for applicants |
| Advertised Job Title | Human Resources Advisor – Canberra Deep Space Communication Complex (CDSCC) |
| Work Team | People Partnering: People Advisory |  |
| Job Reference | 92344 |
| Tenure | Specified Term of 3 yearsFull-time  |
| Salary Range | AU$89,680 to AU$101,459 pa (pro-rata for part-time) + up to 15.4% superannuation |
| Location(s) | Canberra (Black Mountain) (preferred), Melbourne (Clayton) or Brisbane (Pullenvale). Periodic travel to Tidbinbilla (ACT) required – See special requirements. |
| Relocation Assistance | N/A |
| Applications are open to | Australian/New Zealand Citizens and Australian Permanent Residents Only |
| Position reports to the | People Advisory Team Leader |
| Enquire about this job | Greg Dowling via email at Greg.Dowling@csiro.au or phone 02 4960 6033 |
| 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).

### Background

CSIRO is Australia's national, mission-directed science and research agency. Everyday CSIRO employees work to solve the big questions facing our country and the planet.

The People Advisory team within People Partnering 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 **Human Resources Advisor** is an essential position in the People Advisory team, reporting to a People Advisory Team Leader. An opportunity exists to join the team supporting a special assignment in **Canberra Deep Space Communication Complex (CDSCC)**

# This assignment primarily supports the CDSCC, a program within the Space and Astronomy (S&A) business unit. S&A is focussed on operating world-class national facilities for radio astronomy, spacecraft communications and tracking, and collecting satellite-derived data about Earth for customers across Australia and the world. CDSCC is operated within CSIRO on behalf of the National Aeronautical Space Administration (NASA) and Jet Propulsion Laboratory (JPL) to support ground-based spacecraft telecommunications and is one of three international complexes that supports the NASA/JPL Deep Space Network (DSN).

Currently supporting over 40 missions, CDSCC ensures that the critical science obtained by robotic spacecraft throughout and beyond the solar system is communicated back to Earth. CDSCC has played major roles in NASA’s highest profile missions, including Voyager I and II, Cassini, New Horizons, Mars Science Laboratory (Curiosity) James Webb Space telescope (JWST) and the recent Artemis mission.

For more information on CDSCC, please visit: <http://www.cdscc.nasa.gov>.

### Role Overview

CDSCC Special Assignment Duties:

The successful candidate will have the opportunity to contribute to People projects and initiatives that enhance and transform the effectiveness of People service delivery to the CDSCC and more broadly across CSIRO. The successful candidate will play a key role in upskilling peers within the People Advisory team in the support of CDSCC staff.

In partnership with other key People functions the role will be fundamental to facilitating high impact outcomes in areas including succession planning, streamlining and clarifying processes, culture change, and leadership development. In addition, the successful candidate will be an important linkage between CDSCC and CSIRO during the implementation of a modernised service delivery model for CSIRO People, creating greater integration of CDSCC support into our operating model.

This role can be performed flexibly, for example, accommodating hybrid work and flexibility of working hours.

### Duties and Key Result Areas:

* Under general direction provide high quality advice in relation to CDSCC people related queries across the entire employee lifecycle.
* Provide clear advice within a complex framework of policies, procedures, benefits and entitlements across two Enterprise Agreements.
* Identify clients’ needs and provide People solutions to support delivery of team objectives.
* Upskill, coach and influence senior staff to provide effective management of employees and facilitate the transition to a new People service delivery model.
* Navigate ambiguity and support leaders and staff in adapting to change playing a key role in translating CDSCC processes into CSIRO systems.
* Communicate with our staff regarding People services, policies, processes, and programmes.​
* Receive, respond to and triage complex queries, ensuring matters are resolved or referred for resolution.
* Exercise sound judgement and escalate people matters, where required, to bring about a resolution.
* Support the implementation of a modernised service delivery model for CSIRO People and assist leaders and staff in transitioning to the new model and systems.
* Upskill People Advisory colleagues in CDSCC-specific procedures, processes, and entitlements to facilitate transition to broader centralised People support.
* Contribute to and support key People projects.
* Working with People Centres of Excellence, contribute to and implement process improvements in People Partnering services.
* Communicate effectively with all staff, clients and suppliers, in the interests of good business practice, collaboration and enhancement of our reputation.
* Work collaboratively as part of a multi-disciplinary, geographically dispersed team, to support CSIRO’s objectives.
* In accordance with CSIRO policy maintain, update, manage and store accurate and transparent employee records whilst maintaining high levels of confidentiality.
* Demonstrated ability to display integrity, tact, and handle personal, sensitive and confidential information, appropriately and in line with relevant privacy legislation.
* 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.

## **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:**

#### Essential

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

1. Bachelor’s Degree in Human Resource Management, Business Management, or other relevant discipline and/or equivalent experience.
2. 3 to 5 years demonstrated experience providing consistent, accurate and considered generalist HR advice to staff and managers on a range of complex People matters empowering them to act independently.
3. Demonstrated ability/track record of coaching, upskilling and influencing leaders and peers.
4. High level written and verbal communication skills with the ability to communicate with all customers and follow up with customers when required clearly and effectively.
5. Proven ability to use technology platforms and to assist others to adopt them.​
6. Demonstrated capacity to undertake human resource projects and implement related initiatives, including the ability to initiate and respond effectively to change.

#### Desirable

1. Experience working within an establishment organisational structure
2. Experience with SAP HR Information System

Special Requirements

The successful candidate will be required to:

* Obtain and provide evidence of a National Police Check or equivalent. Please note that people with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.
* The ability to undertake periodic travel to the Canberra Deep Space Communication Complex at Tidbinbilla, ACT on average, not more than two to three times per quarter.

## **About CSIRO:**

We solve the greatest challenges through innovative science and technology. To find out more visit us [online](http://www.csiro.au/)!