# Position Details

## Administrative Services- CSOF4

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| The following information is for applicants | |
| Advertised Job Title | People Customer Experience Lead |
| Job Reference | 92846 |
| Tenure | Indefinite, Full-time (Part Time considered) |
| Salary Range | AU$89,680 - AU$101,459 per annum (pro-rata for part-time)  plus up to 15.4% superannuation |
| Location(s) | Black Mountain, 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 | Manager, Projects & Education |
| Client Focus – Internal | 80% |
| Client Focus – External | 20% |
| Number of Direct Reports | 3-4 |
| Enquire about this job | Contact Toby Dalwood via email at toby.dalwood@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).

**Child Safety**

CSIRO is committed to the safety and wellbeing of all children and young people involved in our activities and programs. View our [Child Safe Policy](https://www.csiro.au/en/about/policies/child-safe-policy).

### Role Overview

### People Central is the first point of contact for CSIRO general HR enquiries. In addition, People Central manages the administrative aspects of the employee lifecycle, from onboarding of new starters, implementation of pay variations, administration of leave, allowances and other conditions of service and payroll using SAP and other systems.

The Customer Experience Lead is an essential leadership position within People Central. The role is responsible for leading a small team dedicated to providing critical front line support for People related phone and written enquiries by applying your broad knowledge in HR, payroll and conditions of service, and triaging and escalating enquiries to relevant People teams where required.

The role is also responsible for continually enhancing the way CSIRO staff interact with the People function, including the creation (and maintenance) of proactive communications to inform and education CSIRO staff, as well as providing subject matter expertise and system admin support for the organisation’s Service Delivery Tool (‘People Connect’).

In addition, you will seek new and innovative ways to deliver People-related services, leveraging technology, analytics and future-focused ways of working. Documentation of processes for quality assurance and an ability to retain and learn changing legislation and conditions of service are also requirements of the job.

Whilst you will have relevant HR and/or payroll experience, your defining qualities will be your leadership, communication and customer service focus.

### Duties and Key Result Areas

* Lead a small team responsible for managing frontline People-related enquiries and proactive engagement of CSIRO staff regarding People-related communications, including anticipation of customer needs and tailoring verbal and written communication to audience, and triaging and escalating enquiries where required.
* Perform trend analyses of enquiries received, and seek customer feedback, to facilitate targeted educational communications to CSIRO staff, improved customer service delivery, and creation of greater self service functionality.
* Invest in the development of team members, including training, motivating, and coaching for improved individual and team outcomes
* Actively identify and implement creative solutions and innovative business improvements to streamline and enhance the customer experience, with the use of technology and analytics.
* Maintain and improve a library of accurate, compliant, streamlined documentation and knowledge management material to meet People function requirements.
* Provide subject matter expertise and system admin support for ‘People Connect’.
* Develop and monitor key performance indicators, service level agreements and customer satisfaction feedback mechanisms for successful customer service delivery.
* Development of team objectives for short term tasks, and responsibility for the achievement of strategic goals and objectives.
* Work closely with, and provide support for, the People Central’s Admin Support Team and the Manager, Projects & Education.
* Build strong working relationships with key stakeholders and groups within People
* 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 team to carry out tasks in support of CSIRO’s scientific objectives.
* Ensure confidentiality and privacy obligations with respect to the issue and storage of personal information.
* Adhere to the spirit and practice of CSIRO’s Values, Code of Conduct, Health, Safety and Environment procedures and policy and diversity initiatives.
* Other duties as directed.

## **Selection Criteria**

#### Essential

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

1. Experience leading in an HR/People/Payroll customer service delivery environment, with a focus on providing high quality customer experiences and commitment to continuous improvement.
2. Excellent knowledge and understanding of relevant HR/People/Payroll frameworks, legislation, acts, policies/procedures, systems, and tools.
3. Demonstrated ability to lead a high performing team, taking responsibility for delivery of team objectives, and coaching and mentoring staff for development.
4. High standard of written and verbal communication skills with the ability to communicate with all stakeholders clearly and effectively.
5. Ability to gather, interpret and analyse customer experience data to identify trends to support development of proactive customer service delivery solutions.
6. Proven ability to support technology platforms including HRMIS and Service Delivery software (preferably SAP/SuccessFactors) to deliver creative customer-focussed digital solutions.
7. Superior attention to detail, analytical and problem-solving abilities, with a focus on accuracy
8. Excellent collaboration, interpersonal, influencing and negotiation skills.
9. Ability to manage own and team workloads with a history of meeting competing deadlines and agile working that adapts to changing requirements.
10. Demonstrated professional and respectful behaviours and attitudes in a collaborative environment and behaviours aligned to the CSIRO Values.

## **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.

* 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.

Working Conditions: You will work in a collaborative, supportive team. You will be offered a blend of work from home or in a contemporary office environment. You will be provided with comprehensive training and opportunity for personal development.

Physical Demands: You must be able to use a computer for extended periods of time.

Salary: Your salary will be competitive and commensurate with your qualifications and experience.

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