# Position Details

## Administrative Services- CSOF4

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| The following information is for applicants | |
| Advertised Job Title | People Administration Lead |
| Job Reference | 94187 |
| Tenure | Indefinite, Full-time |
| Salary Range | AU$89,680 - AU$101,459 per annum (pro-rata for part-time)  plus up to 15.4% superannuation |
| Location(s) | Canberra preferred, other major CSIRO locations considered |
| 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 | 2-3 |
| Enquire about this job | 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

## 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 Administration Team Leadis an essential leadership position in the Centralised People Admin team, reporting to the Manager, Projects & Education. The role is responsible for leading a small team dedicated to providing high level administration support to the People function in document creation and record management that is consistent and complies with CSIRO’s policy and privacy procedures. In addition, they will provide administrative support to various People team functions, including Payroll, APAs, and working closely with the Customer Experience team.

The team will develop innovative and technology-assisted ways of performing administrative processes to facilitate enhancement of business process and create efficiencies.

Whilst you will have relevant HR/People experience, your defining qualities will be your leadership, communication and technological acumen.

### Duties and Key Result Areas

* Lead a small team of administration officers to ensure accurate employment documentation for all CSIRO staff is issued and filed in a timely manner.
* Analyse and map business processes to facilitate development and implementation of innovative and technology-assisted solutions and ways of working to promote the reduction of effort required for administrative processes.
* Conduct a thorough analysis of current employment related documentation to ensure compliance with CSIRO’s employment obligations and look to augment written documents with technology.
* Provide advice on business processes for project activities as part of People and organisational initiatives such as ESoF, digitalisation and automation.
* Develop, manage, and own a library of accurate, compliant, streamlined documentation to meet People function requirements.
* Provide subject matter expertise and system admin support for CSIRO’s Annual Performance Agreements in SuccessFactors.
* Develop and monitor key performance indicators and measure of success for accuracy and timeliness in the issue of documents.
* Build strong working relationships and work closely with key stakeholders and groups within People.
* Work closely with, and provide support for, the Customer Experience team and the Manager, Projects & Education.
* Development of team objectives for short term tasks and driving achievement of strategic goals and objectives.
* 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, 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. Experience leading in an HR/People administration environment, with a focus on delivering high quality and integrated HR/People services and support and commitment to continuous improvement.
2. Excellent knowledge and understanding of relevant HR/People 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 clearly and effectively communicate with all stakeholders.
5. Ability to gather, interpret and analyse business process information and map business processes to support development of innovative and technology-assisted solutions.
6. Proven ability to use technology platforms and to assist others to adopt them and adapt to changing technologies, and confidently use digital workplace tools to solve problems and engage with clients in a digital first manner
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 with 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.

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