# Position Details

## Administrative Services- CSOF3

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| The following information is for applicants | |
| Advertised Job Title | Business Support Officer |
| Job Reference | 92894 |
| Tenure | Specified Term to 31 December 2023  0.8FTE Maternity Leave Backfill |
| Salary Range | AU$68,148 - $86,733 + up to 15.4% superannuation  (pro-rata for part time) |
| Location(s) | Negotiable |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian/New Zealand Citizens and Australian Permanent Residents Only |
| Position reports to the | Team Leader – Business & Operations |
| Client Focus – Internal | 70% |
| Client Focus – External | 30% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Peter Walker via email at pj.walker@csiro.au or phone +61 07 3833 5608 |
| 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 the Business Support Officer in CSIRO is to provide administrative and client services to support the effective operation of Education and Outreach programs. This involves the development and implementation, and/or operational support of policies, IT systems and procedures that assist the Education and Outreach programs to achieve their objectives and meet Government and regulatory responsibilities.

The Business Support Officer will have responsibility to support CSIRO Education and Outreach with the use of Office 365 apps, including maintenance of our Microsoft SharePoint and Teams sites and Dynamics 365 CRM.

The role is part of the national Business and Operations team and will provide operational support to the Education and Outreach business unit as a number of programs undergo transition. It will support the Education and Outreach business unit in delivery of CSIRO’s strategy.

### Duties and Key Result Areas

As part of the Business and Operations team, the Business Support Officer will:

* Provide professional operational support and client support across Education and Outreach programs, including online customer support.
* Work collaboratively with the Business and Operations team and the wider CEdO group to assist with the effective operation of CEdO programs.
* Produce competently written procedural documentation.
* Communicate effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation.
* Work as a member of a multi-disciplinary, regionally dispersed team, taking responsibility for work outcomes and providing assistance to the Business & Operations Team Lead when required.
* Identify innovative ways to deal with problems and opportunities using creativity, reasoning and past experience.
* Choose appropriate strategies and communication styles to maintain high levels of customer service.
* Adhere to the spirit and practice of CSIRO’s Values, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals.
* Respond courteously and efficiently to requests for your services, keep clients informed about progress and redirect requests to appropriate staff when required.
* Under general supervision undertake a range of administrative tasks in accordance with established procedures and using skills developed through experience and/or training.
* Provide basic instruction and assistance to staff for the purpose of maintaining accuracy and compliance with policy and procedures, relevant to the immediate work area and responsibilities, as required.
* Look 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.
* 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.
* Other duties as directed.

## **Selection Criteria**

#### Essential

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

1. Demonstrated proficiency in Microsoft Office 365 applications including Word, Excel, Outlook, SharePoint and Teams.
2. Demonstrated ability to clearly convey information and ideas and establish effective interpersonal relationships with a wide variety of clients both internal, external and on-line.
3. Demonstrated ability to professionally handle sensitive and confidential information and use appropriate judgment and discretion.
4. Strong organisational skills with the ability to prioritise demands and escalate issues when required.
5. Effective communication skills in multiple forms including email, telephone, face to face, on-line with sound writing skills.
6. Proven commitment to providing excellent customer service/support to both internal and external clients and in an on-line environment with the ability to recognise opportunities and recommend solutions.

## **Desirable**

1. Experience in, or the ability to develop skills, working in a project driven environment.
2. Working knowledge of Microsoft Dynamics 365 CRM and Qualtrics.
3. Collaborates and operates well in a geographically dispersed team environment but also has the ability to work autonomously
4. Competent in producing procedural documentation in various formats such as Word and PDF.

## **Required Competencies**

* **Teamwork and Collaboration:** Proactively seeks and considers the ideas and opinions of others from within and outside the team to help form decisions, plans or actions.
* **Influence and Communication:** Puts forward ideas by presenting factual information supported by data, definitions, examples, illustrations or other aids, which will assist in conveying meaning.
* **Resource Management/Leadership:** Provides instruction and assists other staff to complete allocated tasks and activities.
* **Judgement and Problem Solving:** Identifies and considers the implications of a range of available alternatives in order to select the most appropriate response to problems of a familiar or recurring nature.
* **Independence:** Recognises and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).
* **Adaptability:**Willingness to change ideas or perceptions based on new information, contrary evidence or other people's points of view. Prepared to try out different approaches.

Special Requirements

Appointment to this role is subject to provision of a pre-employment background check and may be subject to other security/medical/character clearance requirements.

* The successful candidate will be asked to obtain and provide evidence of a National Police Check or equivalent and a Working with Children Check for the State in which they reside. Please note that people 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.

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