# Position Details

## Administrative Services- CSOF5

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| The following information is for applicants | |
| Advertised Job Title | Digital Portfolio Support Officer |
| Job Reference | 95620 |
| Tenure | Specified term of 2 years, Full-time |
| Salary Range | $105,806- $114,500 per annum (pro-rata for part-time) plus up to 15.4% superannuation |
| Location(s) | Perth WA, Melbourne VIC, Sydney NSW, Brisbane QLD, or Canberra ACT |
| Relocation Assistance | N/A |
| Applications are open to | Australian/New Zealand Citizens and Australian Permanent Residents |
| Position reports to the | Digital Program Governance Lead |
| Client Focus – Internal | 100% |
| Client Focus – External | 0% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Rebecca Ostergaard via email at rebecca.ostergaarde@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 Digital Office (DO) is a newly created business unit under the leadership of the Chief Digital Officer. The DO’s purpose is to drive CSIRO’s digital and data capabilities to maximise CSIRO’s impact and value. The DO is responsible for uplifting the governance frameworks, processes, and practices which ensure effective governance of CSIRO’s strategic investments in digital programs (the digital portfolio).

The DO is establishing a Digital Portfolio Management Office (DPMO) to support the governance, assurance and reporting of the digital portfolio. It will support the effective functioning of the recently established Digital Steering Committee, a subcommittee of the Executive Team, and its Program Boards to oversee progress of programs, monitor risks and issues, and manage decision-making.

The DPMO requires a Portfolio Support Officer to support the efficient and effective operations of the DPMO. Key responsibilities will include coordinating preparation of program status reports with Program Managers, scheduling meetings, preparing meetings packs and agendas, taking minutes and actions, maintaining a portfolio risk register, and contributing to the uplift of portfolio governance maturity on an ongoing basis.

### Duties and Key Result Areas

**Coordination and planning:**

* Under limited direction, be responsible for administrative support for the digital portfolio governance structure.
* Provide secretariat services to the Digital Steering Committee and its Program Boards.
* Manage the forward calendar of agenda items and coordinate with Chairs to approve agendas.
* Prepare or assist in the preparation of program status reports, meeting papers, and presentations, coordinating with Program Managers and conduct QA checks on submitted papers as required.
* Distribute papers to meeting attendees.
* Take minutes, record actions and decisions, and circulate to attendees after meetings.
* Maintain action and risk registers, including following up on outstanding actions with relevant owners.

**Continuous Improvement**

* Actively contribute to the improvement of processes which will uplift portfolio governance practices.
* Identify opportunities to streamline processes, reduce duplication, and increase stakeholder satisfaction and design and implement approved improvements.

**Collaboration and communication**

* Develop and maintain collaborative relationships and networks to facilitate effective DPMO operations and productive relationships with Program Managers and Directors.
* Draft routine responses and correspondence.
* Monitor and follow‐up actions from meetings with action owners.
* 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, regionally dispersed network of teams to carry out tasks in support of CSIRO’s scientific objectives.

#### Compliance

* Establish and maintain electronic document management systems in accordance with CSIRO’s record management standards.

#### Diary Management

* Establish and manage the forward calendar of meetings for the Steering Committee and Program Boards.
* Resolve conflicting appointments and deadlines.

**Other**

* Apply discretion as required in selecting the most appropriate method and sequence of completing tasks.
* Adhere to the spirit and practice of CSIRO’s Values, Code of Conduct, Health, Safety and Environment procedures and policy and diversity initiatives.
* Other general administrative duties to support the Digital Portfolio Management Office as directed.

## **Selection Criteria**

#### Essential

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

1. Demonstrated experience in providing administrative and governance support to a complex portfolio of digital or technology programs in a PMO.
2. Strong organisational skills, able to prioritise demands, and escalate issues when required.
3. Excellent written communication skills, showing evidence of ability to prepare clear and concise agendas, meeting papers, minutes, actions, and email communications for senior and executive stakeholders.
4. Demonstrated proficiency in Microsoft applications including Word, Excel, Access, PowerPoint, Outlook, and Sharepoint.
5. Demonstrated ability to contribute to the design and implementation of best practice program governance processes and practices in a continuous improvement environment.
6. Demonstrated ability to work effectively in a team, positively contributing to the team environment.
7. Demonstrated ability to clearly convey information and ideas, and establish effective interpersonal relationships with a wide variety of people.
8. Demonstrated ability to professionally handle sensitive and confidential information, and use appropriate judgment and discretion.
9. Ability to work with minimal direction and show initiative and adaptability when managing competing demands.
10. Ability to quickly adapt to technological, structural and procedural changes and maintain professionalism and flexibility.

## **Desirable**

1. A broad understanding of digital transformation.
2. Experience using the Altus portfolio and program management platform.

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

Include if relevant:

* The successful candidate will undertake a pre-employment background check. 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/) and Hyperlink for BU if relevant 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