# Position Details

## Administrative Services- CSOF4

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| The following information is for applicants | |
| Advertised Job Title | Executive Assistant |
| Tenure | Indefinite, Full-Time |
| Salary Range | AU$96k - AU$109 per annum plus up to 15.4% superannuation |
| Location(s) | Canberra, Melbourne, Sydney, Brisbane preferred (open to other locations with a CSIRO presence) |
| 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 | Executive Director – Digital, Facilities & National Collections |
| Client Focus – Internal | 80% |
| Client Focus – External | 20% |
| Number of Direct Reports | 0 |
| How to apply | Apply online at [www.csiro.au](http://www.csiro.au)  For further information, please contact Nicole on 02 9490 5618 or [nicole.poole@csiro.au](mailto:nicole.poole@csiro.au)  Or Ayush Dutta on Ayush.dutta@csiro.au |

### Role Overview

Administrative staff in CSIRO 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 units to achieve their objectives and meet Government and regulatory responsibilities.

The Executive Assistant (EA) - Digital, National Facilities and Collections (DNFC) provides high level administrative support to the Executive Director and members of the team. It is expected that the EA prioritises commitments, follows through on issues to successful resolution, coordinates timely responses to requests, collects and analyses information and facilitates the effective operation of the Executive Director’s office. With the Executive Officer the EA will contribute to drafting of documents, correspondence and presentations.

Beyond day-to-day management of the administration needs of the Executive Director the EA will work as a key member of the ED DNFC team to ensure that effective systems of work are established within the DNFC Office. The EA will proactively assist the ED to ensure early adoption of new technologies or future ways of working.

The Executive Assistant will as time permits also lead or contribute to projects at the direction of the Executive Director. Depending on scale, these may involve working independently or in a team environment and involve collaborating with internal and external stakeholders, as well as sharing resources to accomplish objectives. Success in these activities will require skills in conducting desktop research, gathering information, writing reports, project scheduling, and stakeholder engagement.

### Duties and Key Result Areas:

#### Coordination

* Provide a proactive focal point for the Executive Director, DNFC leaders, and other internal and external stakeholders.
* With the Executive Officer coordinate responses to information requests and reporting requirements.
* Coordinate and help manage workshops, meetings and other events as needed.

#### Issues Management and Communication

* Provide support and advice to the Executive Director on issues and interactions with key stakeholders and external parties.
* Monitor and prioritise incoming correspondence and calls – exercising judgement and initiative to request, coordinate, manage, and action as appropriate.
* Prioritise issues for the Executive Director’s attention and provide briefing notes/reports to facilitate effective action in a complex and fast paced environment. With the Executive Officer assist in the drafting and or review of correspondence and reports, or high-quality presentations, that may involve complex or sensitive matters.
* Manage sensitive information appropriately including, personal or other sensitive information, whether of CSIRO staff and affiliates, or members of the public and commercially

#### Diary Management & Secretarial support

* Provide efficient and effective diary management, including arranging meetings and appointments on behalf of the Executive Director and other key staff, including managing domestic and international travel.
* Provide systematic and dependable follow up of issues and tasks and ensure they are handled in a timely fashion.
* Assist in meeting arrangements including agendas, schedule of events, minute taking and preparation of papers, as required.

#### Office Management

* As office manager maintain accurate, accessible, and up-to-date office information systems and processes (Outlook, email folders, Outlook contacts, paper files, record keeping) for the effective operation of the DNFC office.
* Proactively take steps to ensure the DNFC office is an early adopter of new technologies and ways of working to transform workflows
* Together with the EO, coordinate compliance with CSIRO processes and governance requirements, and other applicable legislative requirements to support the effective operation of the DNFC office.
* Coordinate the procurement of goods and services as directed
* Work collaboratively as part of a geographically dispersed team.
* Adhere to the spirit and practice of CSIRO’s Values, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals.

#### Project Management

* At the direction of the Executive Director contribute to project initiatives within the DNFC sector that may include:
* Assistance with desktop research, meeting with internal staff to gather information and writing briefs or reports.
* Contribute to project scheduling and planning.
* Undertake 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:** 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.

## **Selection Criteria**

#### Essential

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

1. Significant experience in providing secretarial and administrative support to an executive in a fast paced and complex environment.
2. Demonstrated proficiency in Microsoft applications including Word, Excel, PowerPoint, Outlook, Teams, and in using enterprise-wide business systems (for example Content Manager, SAP, online travelling booking systems) to manage workflow processes and on‐line transactions.
3. Demonstrated ability to apply and use modern productivity and collaboration tools (for example Jira, Miro, M365) to transform workflows through automation.
4. Exercising nuanced judgement in context, reflecting what the Executive Director/Sector Office as a team would do
5. Strong organisational skills, ability to prioritise demands and escalate issues when required. Proven ability to exercise a high level of independence and sound decision making with limited guidance.
6. Demonstrated ability to develop and maintain productive relationships with key stakeholder groups.
7. The ability to work effectively in a team environment, proactively collaborating, consulting to accomplish objectives.
8. Demonstrated ability to professionally handle sensitive and confidential information and use appropriate judgment and discretion.
9. Demonstrated ability and willingness to generate improved solutions to complex problems and resolve complaints using creativity, reasoning and past experience.
10. Experience in project support and administration

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.

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