# Position Details

## Research Projects – CSOF3

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| The following information is for applicants | |
| Advertised Job Title | Project Support Officer – Energy Efficiency Rating |
| Job Reference | 100538 |
| Tenure | Indefinite  Full-time (preferred)  *We will explore options for part-time, job-share and flexible work arrangements based on needs of the role and individual circumstances.* |
| Salary Range | AU$73,567 – AU$93,630 per annum (pro-rata for part-time) plus up to 15.4% superannuation |
| Location(s) | Melbourne (Clayton), VIC (or Work-from-Home/Remotely)  *Flexible/hybrid work options available* |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian/New Zealand Citizens and Australian Permanent Residents only  As part of our commitment to Aboriginal and Torres Strait Islander employment outcomes, preference will be given to Aboriginal and Torres Strait Islander people, who meet the role criteria. CSIRO considers conscious inclusion practices are intended to constitute a special/equal opportunity/affirmative measure *under section 8(1) of the Racial Discrimination Act 1975 (Cth)*. |
| Position reports to the | Team Leader – Social Impact and Living Labs |
| Client Focus – Internal | 20% |
| Client Focus – External | 80% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Anthony Wright, Group Leader – Energy Performance, via email at [anthony.wright@csiro.au](mailto:anthony.wright@csiro.au) |
| Support and workplace adjustments | We offer a range of reasonable supports and workplace adjustments. Please let us know via email [Piumi.Desilva@csiro.au](mailto:Piumi.Desilva@csiro.au) (Piumi De Silva – Talent Acquisition Partner) if we can help you to equitably participate in our recruitment process or the role itself. |
| How to apply | Apply online at <https://jobs.csiro.au/>  Internal applicants please apply via **Jobs Central**  We encourage you to reach out if you require any support or experience difficulties when applying – please email [careers.online@csiro.au](mailto:careers.online@csiro.au) |

**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).

### About CSIRO

As Australia's national science agency, CSIRO is solving the greatest challenges through innovative science and technology. Many of our iconic innovations were once considered impossible until someone, just like you, joined us and took on the challenge.

As one of the world’s largest multidisciplinary mission-driven research organisations, we are focused on the issues that matter the most: for our quality of life, for the economy and for our environment. We believe diverse teams are more effective and deliver more innovative outcomes. When we all focus on the big things that really matter, and work in partnership with our communities and [Indigenous Australia](https://www.csiro.au/research/indigenous-science), Australian science and technology can solve seemingly impossible problems and create new value for all Australians. Visit [CSIRO.au](https://www.csiro.au/) for more information.

### Role Overview

The Nationwide House Energy Rating Scheme (NatHERS) is an Australian Government initiative that provides a nationally consistent framework for assessing the energy efficiency of residential buildings. NatHERS software models a home’s design – including materials, insulation, glazing, and shading – within the context of local climate data, using standardised assumptions about household energy use to generate a star rating that reflects thermal performance.

As part of the Social Impact and Living Labs team at CSIRO, the Project Support Officer will play a key role in providing front line assistance and supporting researchers, energy raters, valuers, real estate agents and homeowners to trial innovative approaches to data collection aimed at enhancing and expanding NatHERS capabilities. This includes involvement in projects such as the [Existing Homes Trials](https://www.nathers.gov.au/Trials) and the [Apartment Behaviour Study](https://ahd.csiro.au/aebs/), which explore real-world data and user behaviours to refine how we model and understand residential energy use. The Project Support Officer may also be required to support information and behaviour change programs such as working on improving energy efficiency information in television and other media, planning and delivering events, newsletters and other mainstream publications.

Our team combines cutting-edge research with practical application, working within living lab environments and in partnership with industry and community stakeholders. By contributing to this work, the Project Support Officer will help pave the way for world-leading housing energy modelling practices, while driving improved comfort, affordability, and sustainability outcomes for Australian households.

### Duties and Key Result Areas

* Provide front-line support via the helpdesk for the Existing Homes Trials, assisting users with two key tools: Magicplan (for data collection) and AccuRate Enterprise (for data analysis).
* Develop and maintain clear and user-friendly helpdesk articles and support documentation.
* Participate in scheduled drop-in sessions, offering real-time assistance to users facing technical or process-related challenges.
* Respond to household enquiries, helping participants better understand their energy rating results and trial involvement.
* Support researchers in the preparation and submission of ethics and privacy documentation, ensuring compliance with relevant protocols.
* Assist in the planning and delivery of events, such as environmental media showcases and researcher symposia, in collaboration with the events coordinator and broader team.
* Contribute to report and documentation editing, ensuring clarity, consistency, and professional presentation.
* Perform a variety of administrative tasks, including support for ethics applications, privacy statements, and grant submissions as well as maintaining online subscriptions and payment systems.
* Help craft public-facing communication pieces that share key research outcomes in accessible and engaging formats.
* Under limited supervision, design and adapt techniques to meet special circumstances and client needs or undertake modifications to methods or software requiring limited innovation.
* Select the appropriate methods to perform standard analyses and, as required, undertake technical tasks associated with trials, tests, measurements, reviews and investigations including associated calculations and analysis.
* Use discretion to decide which methods are used and schedule work to meet future demand.
* Respond courteously and efficiently to client requests, maintain clear communication regarding mutual expectations and monitor client satisfaction.
* 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 research team, and business unit to carry out tasks in support of CSIRO scientific objectives.
* 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 in a relevant area such as housing, energy, construction, customer service, research support, or project coordination. This may include formal qualifications (e.g. trade certificate, diploma, or degree) or equivalent practical experience gained through work, volunteering, or lived experience in community contexts.
2. Strong verbal and written communication skills, with a demonstrated ability to deliver high-quality, respectful support and customer service to a wide range of users, stakeholders, including non-technical audiences.
3. Proven ability to resolve user enquiries and technical issues, and manage stakeholder expectations through collaborative and solution-focused approaches.
4. Demonstrated experience in administrative and/or project support, including the ability to coordinate activities, maintain records, contribute to reports and work effectively across multidisciplinary teams.
5. Ability to manage competing priorities and follow structured processes while effectively maintaining accurate records and adhering to compliance and service protocols.
6. An interest in learning and growing a career in the science, innovation or energy efficiency domain.

## **Desirable**

Candidates are not expected to have the following, but any experience or interest in these areas will be considered beneficial and supported through training:

* NatHERS tools and energy modelling software.
* Understanding of Australian residential energy efficiency programs.
* Reading architectural drawings or housing plans.
* Familiarity with housing, building codes, or sustainability policy contexts.

CSIRO is an Equal Opportunity employer working hard to recruit world-class talent that represents the diversity across our society. As part of our commitment to Aboriginal and Torres Strait Islander employment outcomes, preference will be given to Aboriginal and Torres Strait Islander people, who meet the role criteria. CSIRO considers conscious inclusion practices are intended to constitute a special/equal opportunity/affirmative measure *under section 8(1) of the Racial Discrimination Act 1975 (Cth)*.

## **Not sure if you meet all the criteria?**

While it is CSIRO policy that the successful candidate must meet all the essential criteria, there are many ways to demonstrate this. Don’t let the list discourage you. If you are unsure about applying, please reach out to the contact on page 1 of this document so we can discuss the role further.

## **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:** Recognise 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.

## **Setting you up for success**

We understand that not everyone works in the same way and sometimes people may require reasonable support and adjustments to perform at their best. Whether related to the recruitment process and or the role itself, this may include options such as providing different methods of communication, flexible hours or physical adjustments to work methods. If you feel comfortable, we encourage you to share any support and adjustments you may need to carry out the inherent requirements of the role. Please let us know via email [Piumi.Desilva@csiro.au](mailto:Piumi.Desilva@csiro.au) (Piumi De Silva – Talent Acquisition Partner) if we can help you to equitably participate in our recruitment process or the role itself.

## **Life at CSIRO and flexible working arrangements**

We [work flexibly at CSIRO](https://www.csiro.au/en/careers/life-at-csiro/Flexible-work), offering a range of options for how, when and where you work.  We can discuss flexible work arrangements with you during the recruitment process. CSIRO also offers a range of leave entitlements, [benefits](https://www.csiro.au/en/careers/life-at-csiro/Benefits) and [career development](https://www.csiro.au/en/careers/life-at-csiro/Career-development) opportunities. To learn more, visit [Careers at CSIRO](https://www.csiro.au/en/careers).

We celebrate the uniqueness of our workforce and are committed to creating [diverse and inclusive teams](https://www.csiro.au/en/careers/life-at-csiro/Diversity-inclusion-belonging) where everyone feels they belong. CSIRO is an equal employment opportunity organisation dedicated to recruiting people based on merit, and reflecting the diversity of the community we serve. We recognise true diversity encompasses all ages, nationalities, abilities, cultures, genders, sexualities, faiths, levels of education, diversity of thought and many more aspects of identity. By empowering diverse teams, our community is reflected in the solutions we create.

## **CSIRO values**

CSIRO is a values-based organisation committed to values-based leadership.

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| **Value** | **Descriptor** | **Behaviour** |
| **People first** | Our priority is the safety and wellbeing of our people. We believe in, and respect, the power of diverse perspectives. We seek out and learn from our differences. | * Respectful * Caring * Inclusive |
| **Further together** | We achieve more together than we ever could alone. We listen and collaborate, in teams, across disciplines, across boundaries. We embrace ambiguity and use discussion and persistence to generate unique solutions to complex problems. | * Accountable * Authentic * Courageous |
| **Making it real** | We do science with real impact. We thrive when taking on the big challenges facing the world. We take educated risks and defy convention. We celebrate successes and failures and leverage them to learn as we strive to be the force for positive change. | * Partnering * Cooperative * Humble |
| **Trusted** | We’re driven by purpose but remain objective. We fight misinformation with facts. We earn trust everywhere through everything we do. We trust each other and we hold each other accountable. Together our actions drive Australia’s trust in CSIRO. | * Curious * Adaptive * Entrepreneurial |

## **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).

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 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.
* Aboriginal and Torres Strait Islander candidates preferenced under *section 8(1) of the Racial Discrimination Act 1975 (Cth)* may need to provide evidence of their Aboriginal and/or Torres Strait Islander heritage, if appointed.