# Position details

## Administrative services- CSOF3

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| The following information is for applicants | |
| Advertised job title | Business Support Officer |
| Job reference | 100598 |
| Tenure and work schedule | Specified Term of **12 months** from date of appointment.  Full time.  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$91,128 per annum (pro-rata for part-time)  plus up to 15.4% superannuation |
| Location(s) and office arrangements | Any CSIRO location in New South Wales  Flexible work arrangements are available |
| 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 | Team Leader – Business and Operations |
| Client focus – internal | 70% |
| Client focus – external | 30% |
| Number of direct reports | 0 |
| Enquire about this job | Contact Kirsty O’Sullivan at [kirsty.osullivan@csiro.au](mailto:kirsty.osullivan@csiro.au) or 02 9325 3203 |
| Support and workplace adjustments | We offer a range of reasonable supports and workplace adjustments. Please let us know via email to Kirsty O’Sullivan at [kirsty.osullivan@csiro.au](mailto:kirsty.osullivan@csiro.au) or phone 02 9325 3203 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**  If you 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 Business Support Officer is part of the national Business and Operations team in CSIRO’s Education and Outreach area. The purpose of the role is to provide administrative and client support services to assist with the effective operation of the Generation STEM program, to ultimately deliver on CSIRO’s strategy.  This role will be a key part of the Generation STEM team.

Generation STEM is a $25 million 10-year initiative which works with industry, government and education sectors to support, train and retain students in science, technology, engineering and mathematics (STEM) career pathways in NSW. Multiple programs are delivered as part of the Generation STEM initiative all of which aim to increase participation at different stages of the STEM pipeline with the priority of increasing participation from underrepresented groups and from locations with growing STEM industries.

The role may involve travel within NSW (predominantly Sydney) to support the program’s activities and events, including information sessions, showcase events, expos and camps.

### Duties and key result areas

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

* Support the Generation STEM team with the coordination of events and external activities, including development of event documentation, drafting correspondence, liaising with venues/attendees, organising transportation and catering, and providing in-person event support.
* Respond to enquiries via email and telephone and escalate and redirect issues as required.
* Complete financial transactions and purchasing services relating to events and bookings.
* Support the Generation STEM and Business Operations teams with administration tasks.
* Support Generation STEM teams with data entry and database/Customer Relationship Management (CRM) administration.
* Coordinate Working with Children Checks for the Generation STEM programs.
* Communicate effectively and respectfully with all staff, clients, stakeholders, schools, industry partners 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; collaborating with colleagues in the Business and Operations team, Education and Outreach, and across CSIRO to reach objectives.
* 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.
* Apply discretion as required in selecting the most appropriate method and sequence of completing tasks.
* Recommend improvements to systems and procedures and implement any approved changes.
* Provide support to more senior staff.
* Maintain clear communication with clients regarding mutual expectations and monitor their satisfaction.
* Other duties as directed.

## **Selection criteria**

#### Essential

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

* Demonstrated proficiency in a range of digital applications, such as Office 365, CRM systems, Teams, as well as the ability to quickly learn and use new applications.
* Proven commitment to providing excellent customer service/support to both internal and external clients.
* Demonstrated ability to manage competing demands, establish priorities, organise tasks and meet deadlines, and escalate issues when required.
* Demonstrated history of professional and respectful behaviours and attitudes in a collaborative environment including advocacy, representation and support for the wider CEdO team.
* A demonstrated commitment to health, safety, and wellbeing of staff, willing to challenge the status quo in pursuit of Zero Harm.
* A valid Australian Class C driver’s licence.
* Willingness and ability to travel locally and interstate.
* Ability to obtain and hold a valid paid/employee (not volunteer) Working with Children/ Vulnerable People Check prior to confirmation of appointment.

**Desirable:**

* Demonstrated proficiency using Microsoft Dynamics 365 and Qualtrics survey platform.

**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:** 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.

**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 or phone if we can help you to equitably participate in our recruitment process or the role.

**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.

**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.
* This role has child safety obligations. Accordingly, the successful candidate will be required to obtain and provide evidence that they hold a valid paid/employee (not volunteer) Working with Children/ Vulnerable People Check prior to confirmation of appointment.

**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 |