# Position details

## Administrative services- CSOF5

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| The following information is for applicants | |
| Advertised job title | Business & Operations Team Leader, Education and Outreach |
| Job reference | 101651 |
| Tenure and work schedule | Specified Term of 2 years  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$114,219 - AU$123,605 per annum (pro-rata for part-time)  plus up to 15.4% superannuation |
| Location(s) and office arrangements | Any CSIRO Site with Education & Outreach presence.  Flexible 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 |
| Position reports to the | Executive Manager - Digital & Growth, Education and Outreach |
| Client focus – internal | 80% |
| Client focus – external | 20% |
| Number of direct reports | 5 |
| Enquire about this job | Contact Julia Siddiqui, via email at julia.siddiqui@csiro.au |
| Support and workplace adjustments | We offer a range of reasonable supports and workplace adjustments. Please let us know 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

## ​CSIRO Science Connect connects society, government, and industries to science. Science Connect does this by delivering mature science and innovation-based products and services to established national and international markets. We currently do this by running five customer focussed businesses: Education & Outreach, Futures, CSIRO Publishing, SME Connect and Infrastructure Technologies.

​Through Education and Outreach, CSIRO is a leader in STEM education in Australia and with our partners, we provide a unique suite of evidence-based STEM education experiences that cater to young people, educators, industry professionals and the wider community.

## The Business and Operations team within CSIRO Education and Outreach (CEdO) provides support to the business to deliver a range of STEM education initiatives aligned to CEdO’s strategy. The Business and Operations support primarily focuses on ensuing good customer experience, through efficient systems, processes and workflows.

## The Business and Operations Team Leader is responsible for the implementation, trouble-shooting and support of CEdO business systems, processes, data management and reporting. Collaborating with CSIRO Enterprise Support Services and across CEdO Delivery and Functional teams, this role is responsible for the oversight, efficient coordination of Business & Operations team and tasks, as well as ensuring effective communication between teams.

## ​The Business and Operations Team Leader leads a team of Business Support officers that are nationally dispersed. The role works closely with other Team/Project Leads, Leadership members and stakeholders to ensure CEdO outcomes are delivered effectively, efficiently and with a high degree of customer service. The role requires strong proactive operational leadership, a continuous improvement mindset, independence, and the flexibility to prioritise tasks and workload.

The role will work closely with the Manager, Digital and Growth to lead CEdO’s digital maturation of the business, by keeping abreast of digital advancements and innovation, and advising on tools and systems that could enhance CEdO’s operations and customer experience, in the context of CSIRO’s Data & Digital Roadmap, Cyber Security Principles and IMT Strategy.

​CEdO applies a Dynamic Teaming and Dynamic Allocation way of working to enable responsiveness to changing circumstances, to prioritise high needs and address risks, and ultimately maximise impact.

### Duties and key result areas

* ​Working with the Manager, Digital and Growth and all CEdO teams/stakeholders, create and deliver on a digital vision for the business and identify the opportunities for improving digital capabilities and adopting appropriate solutions.
* Working cooperatively across CEdO, manage Business and Operation team priorities and activities in accordance with the team’s purpose, objectives and expected outcomes including planning, procurement, risk management, problem-solving, continuous improvement, and tracking progress.
* ​Lead and develop a high-performing, customer-focused team. Develop and monitor workplans, ensuring KPI’s are met on time and within budget, allocating and monitoring resources. Foster a culture of innovation and continuous improvement, with clear accountability, coaching, and support for team development.
* Lead and continuously improve CEdO processes and procedures for effective, consistent adoption and efficient functioning of the business’s operations, including data management, record-keeping and reporting. Ensure processes and procedures are compliant with CSIRO policy and procedure e.g. CSIRO’s record management standards.
* ​Work collaboratively with the team, other delivery and functional teams, internal and external stakeholders to effectively manage CEdO’s operations and enable achievement of CEdO’s contractual obligations and strategic priorities.
* ​Utilise expertise to build and maintain strong trusted relationships with internal stakeholders (eg. IM&T), CEdO customers and external suppliers. Support the team in fostering ongoing and culturally respectful relationships with multiple stakeholders, which may include young people, school staff, families, communities, and industry partners. Tailor system and process solutions to meet client needs.
* Act as the lead for various CEdO operational projects including the design, development, implementation and maintenance of digital systems and platforms ensuring CEdO customers and team members are engaged through the process for successful change management and adoption of the new or improved systems.
* Assist CEdO in the management of operational processes for working safely with young people, including compliance with child safety requirements (including training), and assisting volunteers to obtain Working with Children/Vulnerable People Checks and recording this information securely in CEdO’s CRM, in accordance with CSIRO’s Child Safe Policy.
* ​Actively contribute across the broader CEdO teams on a flexible, as-needed basis, supporting the delivery of STEM education initiatives in response to evolving business priorities and operational demands.
* ​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.
* ​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. A relevant qualification in Business Administration, Customer Service, Operations Management or Project Management and/or equivalent work experience.
2. Demonstrated experience in project management of large, complex digital transformation initiatives with evidence of good stakeholder engagement and influence skills resulting in successful system and process adoption. Agile Project Management experience preferred, but not essential.
3. Highly effective management skills in overseeing and coordinating business operations and multifaceted projects, including business planning, risk identification and management, problem-solving, resource allocation, budget and workflow management.
4. Highly developed customer service and stakeholder management skills, including the ability to establish and maintain effective relationships and engender a strong customer service philosophy and culture.
5. Demonstrated innovative thinking and ability to deal with ambiguity by successfully adapting to changing circumstances, as well as the willingness to find workable solutions to complex problems and resolve complaints using creativity, reasoning, experience, and sound judgement*.*
6. Demonstrated experience in building and leading effective and efficient work teams, fostering inclusivity and managing performance to achieve objectives, including providing coaching and development, feedback, support and direction for improvement.
7. Demonstrated understanding of how to work safely with children, and the ability to support others to provide safe and inclusive learning environments for young people.

## **Desirable**

1. Technical expertise in Microsoft Dynamics and other Microsoft products.

**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:** 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.

**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 Sheridan Gerrard know via email at [Sheridan.gerrard@csiro.au](mailto:Sheridan.gerrard@csiro.au) 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 may be subject to provision of a pre-employment background check and may be subject to other security/medical/character clearance requirements.

* 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.