# Position Details

## Administrative Services – CSOF3

The following information is for applicants

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| Advertised Job Title**:** | Project Support Centre Officer |
| Job Reference: | 61350 |
| Relocation Assistance**:** | Will be provided to the successful candidate if required |
| Applications Are Open To: | Australian Citizens Only  Australian/New Zealand Citizens and Australian Permanent Residents Only   * All Candidates |
| Percentage of Client Focus - Internal: | 100% |
| Percentage of Client Focus - External: | 0% |
| Reports to the: | Manager, Project and Revenue Support Centre |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries: | Mr Creswell Joynt, email [Creswell.joynt@csiro.au](mailto:Creswell.joynt@csiro.au) or phone 07 3833 5638 |
| Contact Details For Applying: | Call 1300 984 220 or email [careers.online@csiro.au](mailto:careers.online@csiro.au) |
| How to Apply: | Please apply online at [jobs.csiro.au](https://jobs.csiro.au/) and enter the requisition number**.** Internal applicants please apply via ‘Jobs Central’ in SAP (click ‘Recruitment’) |

## Role Overview:

The purpose of the Project Support Centre Officer is to provide whole of life project, contract and customer management support to CSIRO research projects and to support CSIRO's operational transactions. The responsibilities of this role are split between two main areas: Project Support and Contract Administration (which includes CRM maintenance). As system and process knowledge custodians we aim to provide a single point of referral and advice to researchers on all aspects of policy and practice related to research delivery. We will maintain quality data in CSIRO's enterprise systems to support project management, operations, reporting and business analysis at all levels.

As this role touches on several aspects of CSIRO’s business processes, it is essential that the Project Support Centre Officers build and maintain excellent working relationships with various customers, and positively work with other support functions such as Commercial Contracts, Finance community, other Support Centres, and other stakeholders.

Project Support Centre Officers are team members of the Project Support Centre, and are responsible for the maintenance of core project, contract and customer data in CSIRO's Enterprise Systems. The work undertaken in the Project Support Centre is central to the organisation and enables:

• Documentation and data integrity

• Standardised processes

• Expert technical capability

• Streamlined management of peak workloads

• Increased opportunities for creating process efficiencies and building a continuous improvement culture

## Duties and Key Result Areas:

* Contribute to the efficient processing of tasks using CSIRO's workflow and task management tools, including SAP and Microsoft Dynamics.
* Identify, query and resolve potential issues associated with requests.
* Save and maintain project records and contracts in HP Records Manager whilst following the Records Management Code.
* Accurate and efficient data processing of CSIRO’s research contracts in SAP, including contract variations.
* Accurate maintenance of customer records across CSIRO systems.
* Contribute to a knowledge sharing environment through sharing, creating and improving information across the Finance function.
* Work proactively as part of an often regionally dispersed team, to carry out administrative tasks and provide personal assistance, under the general direction of senior administrative staff.
* Generate improved solutions in work situations, suggest creative ways to deal with problems and opportunities.
* Under technical direction undertake a range of administrative tasks, with discretion in selecting the most appropriate method and sequence of completing tasks.
* Provide support to more senior staff, deliver precedent-based policy & procedure interpretation and advice, and instruct others on routine administrative activities, as required.
* Recommend improvements to systems and procedures and implement any approved changes.
* 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, often regionally dispersed research team, and business unit to carry out tasks in support of CSIRO’s scientific objectives.
* Adhere to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals.
* Flexibility to support other duties as reasonably directed.

Dependent on experience, you may also be required to:

* Create and maintain cost and revenue recognition plans.
* Check and update project leader delegation.
* Understand and create SAP WBS structures and close WBS elements and stages.
* Create, maintain and release billing milestones.
* Manage the CRM (Customer Relationship Module) through Microsoft Dynamics. This includes verifying customer and contact creations; and the general maintenance of CRM
* Record contracts in SAP as per the Contract Administration procedures.
* Create and maintain shopping carts (purchase orders).
* Respond courteously and efficiently to client requests, maintaining clear communication regarding mutual expectations and monitoring client satisfaction.

## Competencies:

1. **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.**
2. **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.**
3. **Resource Management/Leadership: Provides instruction and assists other staff to complete allocated tasks and activities.**
4. **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.
5. **Independence: Recognise and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).**
6. **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.

## Essential Criteria:

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

1. A relevant certificate or tertiary qualification in Business, Finance or Accounting and/or relevant work experience.
2. Good working knowledge of SAP processes.
3. Ability to problem solve where there is ambiguity and complexity; applying pragmatic solutions and informing others to create a learning environment.
4. Demonstrated ability to prioritise workloads in order to meet tight deadlines and KPIs.
5. Demonstrated experience and commitment to working in a geographically dispersed team, and the ability to build strong and productive working relationships with others to create a proactive, solutions-oriented environment.
6. Professional customer service skills.

## Desirable Criteria:

1. Previous experience working with Microsoft Dynamics.
2. Understanding of the stages and life cycle of a finance/administration project.
3. Basic understanding of contract administration.
4. Working knowledge of CSIRO standards and procedures.

## About CSIRO:

We imagine. We collaborate. We innovate. To find out more visit us [online](http://www.csiro.au/)!