# Position Details

## Administrative Services – CSOF3

The following information is for applicants

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| Advertised Job Title**:** | Operations Assistant – Carbon Steel Materials |
| Job Reference: | 58827 |
| Relocation Assistance**:** | Will be provided to the successful candidate if required. |
| Applications Are Open To: | Australian/New Zealand Citizens and Australian Permanent Residents Only |
| Reports to the: | Group Leader – Carbon Steel Materials |
| Number of Direct Reports: | 0 |
| For More Information about this position: | Dr Keith Vining via email. [Keith.Vining@csiro.au](mailto:Keith.Vining@csiro.au) |
| For Technical Support: | 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/) |

## Role Overview:

Administrative staff in CSIRO provides 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.

CSIRO’s Carbon Steel Futures Group conducts research important for the future competitiveness of Australia’s two main exports – iron ore and metallurgical coal - as well as manganese ore. The Group’s research is undertaken primarily through the rapid turnaround of applied research projects for multiple clients and is conducted in a laboratory pilot-scale based environment. An Operations Assistant is required to support these operations through the efficient organization and coordination of the contracts, facilities and policies governing the research environment. The Operations Assistant will assist senior research scientists in maintaining tight control over a fast paced research business, ensuring timely and safe completion of contracted research projects and providing the operational relief required to further develop and expand the capabilities of the group.

## Duties and Key Result Areas:

**Project Coordination and Management**

* maintain an up to date knowledge of the full range of projects, and their stage of operation, at any point in time
* ensure streamlined interactions with clients for contracting purposes,
* provide coordination between projects and project researchers
* liaise with suppliers and purchasing,
* format and distribute project reports to Clients
* assist research team with meeting and travel arrangements

**Ensure a safe and efficient laboratory environment:**

* manage receipt and curation of client samples for characterisation
* ensure all appropriate HSE requirements are met,
* liaise with Property Services as necessary to manage pilot plant and laboratory facilities
* arrange for appropriate quality management of designated work gear and personal protective equipment (PPE) to be worn in the laboratories and process bays
* ensure safe operational equipment and procure any necessary supplies and/or maintenance services as appropriate

**Efficient implementation of systems and protocols**

* maintain up to date records of the project pipeline, active projects and project closures
* enable seamless interaction between SAP, the O2D and research staff
* deliver induction programs for new staff, students and visiting scientists
* address local issues with Property Services
* constantly follow up of milestones with Project Leaders,
* liaise with Clients to obtain Purchase Orders for signed projects,
* organise submission of invoices and service claims to Clients

**General**

* 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.
* Other duties as directed.

## Essential Selection Criteria:

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

1. A diploma or bachelor’s degree in a relevant discipline such as office /Business Administration, or equivalent relevant work experience.
2. Demonstrated experience managing an office together with highly developed administration and organisational skills.
3. Well-developed communication skills and ability to be an effective point of coordination between clients, researchers and CSIRO research support staff.
4. Strong skills in the Microsoft Office suite of products including word, excel and outlook.
5. Experience in developing recording minutes for internal meetings and initiating follow-up actions
6. Demonstrated ability to work effectively as a member of a team.
7. The ability to work independently within established guidelines.

## Desirable Criteria:

1. Experience working in the support of researchers operating in a laboratory or engineering environment.
2. A working knowledge of health, safety and environmental policies and protocols and the documentation required to manage risk.

## 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.

## About CSIRO:

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

Find out more about CSIRO [Mineral Resources](https://www.csiro.au/en/Research/MRF)