# Position Details

## Administrative Services – CSOF3

The following information is for applicants

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| Advertised Job Title**:** | Administrative Officer |
| Job Reference: | 59597 |
| Relocation Assistance**:** | Will be provided to the successful candidate if required. |
| Applications Are Open To: | Australian/New Zealand Citizens and Australian Permanent Residents Only |
| Percentage of Client Focus - Internal: | 90% |
| Percentage of Client Focus - External: | 10% |
| Reports to the: | Executive Officer – Health & Biosecurity |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries: | Katrina Keep – katrina.keep@csiro.au |
| 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’). *Please do not email your application directly to Ms Katrina Keep. Applications received via this method will not be considered by the selection panel.* |

## 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 Health and Biosecurity seeks to appoint an experience and motivated Administrative Officer to support the Executive Officer. The administrative officer will also provide support to CSIRO’s Indigenous Futures Science Program project planning team.

The successful applicant will provide a high level of support, and use judgement to prioritise and take action on a variety of tasks, including general administration, travel arrangements, document management, provide meeting secretariat support and undertake diary management. Other key attributes will include a high degree of communication, organisational skill, flexibility, adaptability and a proactive approach in working in a team environment working under limited direction.

## Duties and Key Result Areas:

* Respond courteously and efficiently to client requests, maintaining clear communication regarding mutual expectations and monitoring client satisfaction.
* 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.
* Other duties as directed.

## 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. Demonstrated experience in providing secretarial or administrative support to senior management in a fast paced and complex environment.
2. Demonstrated proficiency in Microsoft applications (Word, Excel, PowerPoint, Outlook), Confluence, Google Docs, SAP and in using record management and travel systems.
3. Ability to work independently under limited direction but also effectively with a small team to ensure all tasks are organised and followed up.
4. Advanced time management and organisational skills, with particular attention to detail, proven ability to establish priorities for managing multiple tasks and deadlines, cope with pressure and maintain a flexible approach.
5. Well-developed interpersonal skills and ability to communicate accurately, effectively and to convey information and ideas both orally and in writing with key internal and external stakeholders.

## About CSIRO:

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

Find out more about CSIRO [Health and Biosecurity](https://www.csiro.au/en/Research/BF)