# Position Description

## Communication & Information – CSOF3

Role summary for potential applicants

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| Advertised Job Title**:** | Social Media Officer |
| Job Reference: | 59413 |
| Relocation Assistance**:** | Will be provided to the successful candidate if required. |
| Applications Are Open To: | [ ]  Australian Citizens Only[x]  Australian/New Zealand Citizens and Australian Permanent Residents Only* [ ]  All Candidates
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| Percentage of Client Focus - Internal: | 50% |
| Percentage of Client Focus - External: | 50% |
| Reports to the: | Manager, Content and Editorial |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries: | Carol Saab: carol.saab@csiro.au or 02 94908409 |
| Contact Details For Applying: | Call 1300 984 220 or email 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’ through the ‘People Hub’ icon  |

## Role Overview:

The role of Corporate Affairs is to support the delivery of science and research through effective and compelling communication to enhance CSIRO’s public image. Corporate Affairs staff typically interact with media and the general public, other government agencies, and professional and industry groups.

## The Social Media Officer will work as part of a the Editorial and Content team to plan and implement the delivery of CSIRO’s stories across a wide array of social media and communication platforms such as the website, the blog, Facebook, Twitter and Instagram.

## The role bridges technical and content areas and requires a combination of strategic and creative thinking.

## Duties and Key Result Areas:

* Work proactively with the Editorial and Content team to implement effective communication plans and content posts across digital and social channels.
* Research, write and edit content including blog posts, social media posts, video scripts, and web copy.
* Monitor social media and, where appropriate and under advice, moderate and respond to posts.
* Provide administration support and training to the Corporate Affairs team across all social media channels and databases.
* Provide metrics across all social media channels upon request.
* 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, regionally dispersed Corporate Affairs team, 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.

## CSIRO Competencies:

1. **Teamwork and Collaboration: Demonstrates initiative, actively contributing as a team member. Supports team decisions and keeps other team members up to date about individual actions. Shares all relevant and useful information. Pitches in and helps other team members when necessary.**
2. **Influence and Communication: Communicates basic facts in a courteous manner including posing appropriate questions to gain factual information.**
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: Recognises 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.

## Selection Criteria:

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

1. Relevant qualifications or relevant work experience in an area such as communication, PR, or digital and social media.
2. Creative communicator with strong written and oral communication skills.
3. Demonstrated engagement with and knowledge of digital and social media.
4. Ability to develop and maintain strong relationships with colleagues, management and stakeholders at all levels.
5. Demonstrated initiative and ability to be responsive in the media environment.

## Desirable Criteria:

1. Experience or strong interest in science communication.
2. Experience in multimedia editing and production, including video and Adobe Creative Suite.

## About CSIRO:

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