# Position Details

## Administrative Services – CSOF3

The following information is for applicants

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| Advertised Job Title**:** | HR Services Officer – Onboarding Services |
| Job Reference: | 59046 |
| 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: | 70% |
| Percentage of Client Focus - External: | 30% |
| Reports to the: | HR Specialist Manager |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries: | Sarah Tesseyman via email: Sarah.tesseyman@csiro.au or phone 02 6276 6323Please do not email your application directly to Sarah Tesseyman. Applications received via this method will not be considered. |
| Contact Details For Applying: | If you experience difficulties applying online 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 59046**.** Internal applicants please apply via ‘Jobs Central’ in SAP (click ‘Recruitment’)  |

## Role Overview:

In CSIRO, Human Resource (HR) Services is the first point of contact for our people who require HR support. We deliver services that underpin the employee lifecycle, from issue of employment contracts, onboarding of new hires, implementation of pay variations, administration of leave, allowances and other conditions of service and payroll using SAP and other systems. Over time, as a HR Services Officer, you may work within any of the 5 teams that comprise HR Services.

This is an exciting opportunity to work with the Onboarding team who provide administrative services to welcome new people to CSIRO. In this role you will be responsible for the preparation of employment contracts for CSIRO Officers/Affiliates ensuring compliance with policy and pre-employment conditions. You will initiate visa sponsorships and manage more complex immigration enquiries for our overseas appointments. To be successful you must be customer focussed, able to resolve complex queries and be experienced in providing HR services.

## Duties and Key Result Areas:

* Deliver prompt onboarding services with a ‘customer first’ focus ensuring new hires have the best possible start with CSIRO.
* Interpret and apply accurate policy advice to support hiring managers in appointing CSIRO staff and engaging Affiliates.
* Process both routine and complex employment and Affiliate contracts including those with Supplementary Remuneration Arrangements.
* Be inclusive, communicate effectively and respectfully with all staff, customers and new hires.
* Work as an effective and committed team member, manage relationships and work collaboratively with your colleagues in HR and across CSIRO.
* Be responsible for general and more complex immigration requests, including preparation of CSIRO sponsored nominations.
* Proactively provide feedback and input to ongoing process improvements.
* 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 and/or reassignment within HR Services as directed

## Competencies:

1. **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.
2. **Influence and Communication:** Identifies critical stakeholders and influences them via an influential third party, for example through an established network, to gain support for sometimes contentious, proposals/ideas
3. **Resource Management/Leadership:** Provides leadership that fosters an environment that encourages new ideas and provides support for the development of emerging skills. Creates trust by displaying consistency, understanding, integrity and patience. Plans, seeks, allocates and monitors resources to achieve outcomes.
4. **Judgement and Problem Solving:** Anticipates and manages problems in ambiguous situations. Develops and selects an appropriate course of action and provides for contingencies. Evaluates, interprets and integrates complex bodies of information and draws logical conclusions, synthesises proposals and defends options with reasoned arguments.
5. **Independence:** Assesses the risk and opportunity of identified strategies, options and actions. Overcomes problems and setbacks in achieving goals. Invariably includes consideration of value-added future impact on bottom line when determining the optimal and efficient use of resources.
6. **Adaptability:**Demonstrates flexibility in thinking and adapts to and manages the increasing rate of organisational change by adjusting strategies, goals and priorities.

## Essential Criteria:

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

1. Experienced in Human Resources with a commitment to customer first service delivery
2. Highly developed analytical skills with the ability to interpret policies/legislation to resolve complex customer enquiries.
3. Effective communication and inter-personal skills with the ability to relate to people and external customers.
4. Demonstrated ability to work effectively within a team, manage relationships and build strong networks across functions.
5. Effective organisational and time management skills with flexibility to manage high volume workloads in a fast paced environment.
6. Knowledge of SAP, HR and/or recruitment systems.

## Special Requirements:

Appointment to this role is subject to you obtaining a National Police Check to meet the conditions of CSIRO’s Suitability for appointment requirements.

## About CSIRO:

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