# Position Details

## Administrative Services – CSOF4

The following information is for applicants

|  |  |
| --- | --- |
| Advertised Job Title**:** | Organisational Development Advisor |
| Job Reference: | 59050 |
| 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: | 80% |
| Percentage of Client Focus - External: | 20% |
| Reports to the: | OD Manager, Support Services Team |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries : | Kelli Jones, email Kelli.Jones@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’) |

## Role Overview:

The Organisational Development Advisor role will proactively contribute to a small, highly collaborative team of administrators responsible for providing an exceptional learning experience for CSIRO individuals, teams and leaders. The administration team works in partnership with our Learning Consultants to build CSIRO's capability across a range of strategic areas. As part of this team, the Advisor will undertake a range of duties including promoting and scheduling programs; ensuring program venues, equipment and catering are fit for purpose; learning support materials are high calibre, accessible and available in a timely manner; participants are aware of and have completed any pre-work requirements; and program evaluation is completed, synthesised and reviewed for continuous improvement purposes.

The team also manages external provider relationships, contracts and payment of invoices as well as program billing. This role will also specifically include a project management component which will include, but not limited to, establishing program objectives, engaging participants and leaders, selecting suitable providers where necessary as well as being involved in the design, delivery, implementation and evaluation of programs.

This role may also include special projects relating to the successful applicant’s skills and desired growth areas. This may include contributing to learning programs during the design, pre-program, facilitation or post-program phases.

## Duties and Key Result Areas:

* Customer liaison; engage with line managers, HR professionals and CSIRO program participants to understand learning needs and respond to learning and development enquiries.
* Contribute to the schedule of CSIRO learning programs; including engaging external partners and liaising with internal stakeholders and ensuring timing of programs maximises participation taking into account key organisational priorities and events.
* Support program quality through monitoring program evaluations and ensuring effectiveness and identifying efficiencies including monitoring costs of program delivery and other indicators of program effectiveness.
* Contribute to the promotion, development and maintenance of accessible learning opportunities across CSIRO including:
  + Developing targeted marketing and promotional materials to ensure uptake of programs;
  + Building and / or maintaining an intranet, social media and social learning platform presence where appropriate to raise awareness of programs and communicate with current or potential program participants.

Manage pre-program coordination:

* Liaise with internal and external consultants, securing facilitators, speakers and / or panels at events and significant rescheduling to adapt to changing schedules.
* Liaise with participants and other stakeholders to confirm program details (including participant numbers, pre-work materials and venue requirements).
* Order and confirm delivery and distribution of program materials and workbook collation; may include contribution to program material design.
* Arrange cost effective catering for programs.
* Ensure appropriate access to technology (data projector, Confluence, Sharepoint, JAM, WebEx, skype, YouTube etc) and provide technical support to learning consultants and other stakeholders as appropriate.
* Arrange preparation of room for programs including ensuring appropriate accessibility and health and safety standards are in place - ergonomic, electronic lighting etc.
* Consistent, transparent and fair management of the program cancellation policy, whilst maintaining effective stakeholder relationships.

Virtual Classroom support

* Make arrangements with Learning Consultant(s) and /or participants to ensure room is returned to pre-program condition.
* Provide virtual trouble shooting when problems arise.
* Distribute and collect feedback forms and collate, monitor and communicate program feedback and quality.
* Moderation of WebEx and other online platforms for program delivery (including program briefings, webinar training sessions etc).

Project management

* Project management of established and new face-to-face and online programs, particularly high profile or strategically important programs.
* Working closely with Senior L&D Consultants and key internal stakeholders to develop and establish systems and processes, which support the design and delivery of learning initiatives.
* Take initiative to review or revise existing systems and processes to ensure efficiency and effectiveness.
* Support for strategic project outcomes, including but not limited to planning, logistics, budgets, milestones, database management, scheduling, coordination, promotion and graphic design support.

Other

* 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 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: 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: Uses knowledge of other party's priorities and adapts presentations or discussions to appeal to the interests and level of the audience. Anticipates and prepares for others reactions.**
3. **Resource Management/Leadership: Allocates activities, directs tasks and manages resources to meet objectives. Provides coaching and on the job training, recognises and supports staff achievements and fosters open communication in the team.**
4. **Judgement and Problem Solving:** Investigates underlying issues of complex and ill-defined problems and develops appropriate response by adapting/creating and testing alternative solutions.
5. **Independence: Recognise and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).**
6. **Adaptability:** Copes with ambiguity or situations that lack clarity. Adapts readily to changing circumstances and new responsibilities (which may include activities outside own preferences) in the interests of achieving team objectives. Recognises the need for and undertakes personal development as a result of changes.

## Essential Criteria:

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

1. A diploma/bachelor's degree in a relevant discipline, such as Adult Learning or Administrative Services, or relevant experience managing a dynamic, fast-paced office and providing high level administrative support.
2. Demonstrated experience in understanding and proactively solving customer and stakeholder problems, and offering considered solutions and advice to provide a positive and effective learning experience for participants.
3. Demonstrated proficiency using a range of software packages including the Microsoft Office suite, Human Resource Information Systems (such as SAP) and Learning Management Systems coupled with the initiative to explore new technologies and their potential applications to other fields.
4. Experience performing a variety of project management and complex administration tasks, organising and scheduling large scale events, with multiple components and stakeholders in a fast paced setting with competing priorities. (e.g. this may include working with Enterprise wide function, virtual teams or specialist software).
5. Demonstrated ability to work effectively in a team, contributing positively to the team environment and cooperating with colleagues to achieve shared outcomes to provide a seamless service.
6. The ability to coach or mentor peers and colleagues to learn new skills or ways of working.

## Special Requirements:

Occasional interstate travel may be required

## About CSIRO:

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