# Position Details

## Administrative Services – CSOF2

The following information is for applicants

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| Advertised Job Title**:** | Administration Support Officer |
| Job Reference: | 59310 |
| 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](mailto: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 Learning and Development Administrator Support Officer will proactively contribute to a small, highly collaborative team of administrators responsible for providing an exceptional learning experience for CSIRO individuals, teams and leaders.

This role will specifically include contributing to the ongoing delivery of CSIRO’s existing Learning and Development (L&D) Curriculum. Under appropriate supervision, this will include scheduling and promoting programs, ensuring participants and facilitators have what they need in advance and during a program and supporting other L&D Administrators.

The administration team works in partnership with our Learning Consultants to build CSIRO's capability across a range of strategic areas. Specifically the team promotes and schedules programs; ensures 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.

## Duties and Key Result Areas:

* Under guidance, assist with customer liaison; engage with line managers, HR professionals and CSIRO program participants to respond to learning and development enquiries.
* Under guidance, contribute to the schedule of CSIRO learning programs; including liaising with external partners and internal stakeholders to ensure timing of programs maximizes participation.
* Under supervision, contribute to the development and maintenance of accessible learning opportunities across CSIRO.

Pre-program coordination:

* Under supervision, liaise with internal and external consultants, secure facilitators, speakers and / or panels at events and reschedule to adapt to changing schedules.
* Under direction, liaise with participants and other stakeholders to confirm program details (including participant lists, pre-work materials and venue requirements).
* Order and confirm delivery and distribution of program materials and workbook collation.
* Arrange cost effective catering for programs.
* Ensure appropriate access to technology (data projector, Confluence, Sharepoint, JAM, WebEx, skype, YouTube etc).
* Assist with preparation of room for programs including ensuring appropriate accessibility and health and safety standards are in place - ergonomic, electronic lighting etc.

Virtual classroom support

* Make arrangements with Learning Consultant and /or participants to ensure room is returned to pre-program condition
* Assist with virtual trouble shooting when problems arise or liaise with other members of the L&D Admin team to ensure facilitators are well supported.
* Under general supervision, distribute and collect feedback forms and collate, monitor and communicate program feedback and quality.
* Under guidance, ensure a consistent, transparent and fair management of the program cancellation policy.

Other

* Respond courteously and efficiently to requests for your services, keep clients informed about progress and redirect requests to appropriate staff when required.
* Look for opportunities to generate improved solutions in work situations, trying creative ways to deal with routine problems and opportunities, and exercising initiative when applying established procedures
* 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:** 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:** Selects appropriate solutions to clearly defined problems using readily available information. Alternatives are limited and prescribed or apparent.
5. **Independence:** Accepts personal responsibility for doing the job well. Looks for opportunities to improve the way things are done and makes recommendations accordingly.
6. **Adaptability:**Accepts the need for change to work routines or technology.

## Essential Criteria:

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

1. Relevant experience of providing administrative support in a busy office environment.
2. The ability to solve straight forward problems and communicate the outcome to customers and colleagues.
3. Capable of performing a variety of administrative tasks such as organising and scheduling events, meetings and rosters for multiple stakeholders and prioritising tasks under guidance.
4. Be a team player with experience proactively contributing as a member of a team and cooperating with colleagues to achieve shared outcomes to provide a seamless service and create a positive team culture.
5. Familiarity with the Microsoft Office suite of programs.

## Desirable Criteria:

1. Familiarity with Learning Management Systems software packages.

## About CSIRO:

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