# Position Details

## Administrative Services – CSOF4

The following information is for applicants

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| Advertised Job Title**:** | Executive Assistant - People |
| Job Reference: | 62331 |
| 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: | 80% |
| Percentage of Client Focus - External: | 20% |
| Reports to the: | Executive Director People |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries : | Ms Danielle McNicol  Email: [Danielle.McNicol@CSIRO.au](mailto:Danielle.McNicol@CSIRO.au)  Phone +61 3 9545 8036 |
| 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 Danielle McNicol.   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.

The Executive Assistant (EA) provides high level administrative support to the Executive Director, People. The EA prioritises commitments, follows through on issues to successful resolution, coordinates timely responses to requests and facilitates the effective operation of the Executive Directors’ office.

## Duties and Key Result Areas:

* Provide a proactive focal point for the Executive Directors’ Office to HR and OD&C leadership team, CSIRO Executive Team & CSIRO Leadership Team and external bodies.
* Develop and maintain strong and effective relationships with internal and external stakeholders.
* Maintain confidentiality and use a high degree of discretion and sensitivity in all interactions.
* Provide efficient and effective diary management, including arranging meetings and appointments on behalf of the Executive Director, and managing all domestic and overseas travel arrangements.
* Monitor and prioritise incoming correspondence and calls – exercising judgement and initiative to request, coordinate, manage, and action as appropriate.
* Provide systematic and dependable follow up of issues and tasks and ensure they are handled in a timely fashion.
* Assist in meeting set-up and arrangements including schedules of events, minute taking and preparation of papers, as required.
* Draft straightforward responses to incoming correspondence.
* Maintain accurate, accessible and up-to-date office information systems and processes (Outlook, email folders, Outlook contacts, paper files, TRIM files).
* Communicate 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 with colleagues within your team and across CSIRO, to reach objectives, establishing networks with other teams and professionals in their field.
* Adhere to the spirit and practice of CSIRO’s Values, 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 relevant qualification (e.g. associate diploma, diploma, degree) or successful relevant experience managing a dynamic, fast paced office and providing high level administrative support.
2. Significant experience in providing secretarial and administrative support to a senior manager or executive in a fast paced and complex environment.
3. Demonstrated proficiency in Microsoft applications including Word, Excel, PowerPoint, Outlook and in using enterprise wide business systems (for example TRIM, SAP, online travelling booking systems) to manage workflow processes and on‐line transactions.
4. Strong organisational skills, ability to prioritise demands and escalate issues when required.
5. Demonstrated ability to develop and maintain productive relationships with key stakeholder groups.
6. The ability to work effectively in a team environment, proactively collaborating, consulting and sharing resources to accomplish objectives.
7. Demonstrated ability to professionally handle sensitive and confidential information, and use appropriate judgment and discretion.
8. Demonstrated ability and willingness to generate improved solutions to complex problems and resolve complaints using creativity, reasoning and past experience.

## Special Requirements:

Appointment to this role is subject to the following condition:

* A National Police Certificate or the willingness and ability to gain one.

## About CSIRO:

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

Find out more about the CSIRO [Executive](https://www.csiro.au/en/About/Leadership-governance/Chief-Executive-and-Executive-Team/Team)