# Position Details

## Administrative Services – CSOF5

The following information is for applicants

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| Advertised Job Title**:** | CASS WA Operations Support Coordinator |
| Job Reference: | 61277 |
| 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: | 60% |
| Percentage of Client Focus - External: | 40% |
| Reports to the: | Head, Observatory Operations, Australia Telescope National Facility |
| Number of Direct Reports: | 2 |
| Name and Contact Details For Applicant Enquiries: | Kevin Ferguson via email: Kevin.Ferguson@csiro.au*Please do not email your application directly to Kevin Ferguson. Applications received via this method will not be considered.* |
| 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’ in SAP (click ‘Recruitment’)  |

## Role Overview:

**CSIRO Astronomy and Space Science (CASS)** manages CSIRO's world-class facilities for radio astronomy and spacecraft tracking. CASS is internationally renowned for its radio astronomy research and engineering expertise and is helping to shape the Square Kilometre Array (SKA). CSIRO's radio astronomy observatories are collectively known as the Australia Telescope National Facility (ATNF) and comprise of radio telescopes at observatories near the towns of Parkes, Coonabarabran and Narrabri NSW. A fourth telescope, the next-generation Australian Square Kilometre Array Pathfinder (ASKAP), has recently commenced full operations at the Murchison Radio-astronomy Observatory (MRO) in Western Australia. Additionally, CSIRO has been selected to operate and maintain a deep space tracking facility at New Norcia Western Australia on behalf of the European Space Agency (ESA).

The Operations Support Coordinator will be part of the ATNF Operations Program to support observatory operations activities in Western Australia. Key tasks will include managing CSIRO's obligations under the MRO Indigenous Land Use Agreement (ILUA) and providing executive assistance to the Head of WA Observatory Operations.

CSIRO is committed to Diversity and Inclusion in the work place and to increasing the employment of Indigenous peoples. We acknowledge the Wajarri Yamaji people as the traditional owners of the Murchison Radio-astronomy Observatory site.

## Duties and Key Result Areas:

* Coordinate CSIRO's enterprise/outreach/educational activities under the MRO Indigenous Land Use Agreement (ILUA).
* Coordinate MRO stakeholder activities and support CSIRO's engagement with scientific users of the MRO.
* Communicate effectively and respectfully with all staff and stakeholders in the interests of good business practice, collaboration and enhancement of CSIRO's reputation.
* Provide executive support to the Head of WA Observatory Operations.
* Work as an autonomous member of a regionally dispersed team, taking responsibility for team outcomes, carrying out administrative tasks and providing executive assistance to the Head of WA Observatory Operations in managing CSIRO's observatory in WA.
* Work collaboratively with colleagues across CSIRO, to reach objectives and represent CSIRO at external and internal forums.
* Generate improved solutions to complex problems and resolve complaints using creativity, reasoning and past experience.
* Liaise with clients to determine their needs, tailoring solutions to potentially conflicting requirements, taking personal responsibility for client satisfaction, and correcting problems promptly and in a constructive manner.
* Under limited direction, use technical expertise to lead a range of support activities/functions, or be responsible for a number of smaller projects, with independence of action within their own function, achieving results through the use and allocation of available resources, within constraints laid down by managers. (Including responsibility for results)
* Be able to provide leadership and supervision to a small team, project group or function, and take responsibility for the performance management and career development of the team.
* Display a willingness to influence the decision of managers by recognising the need for change in initiating innovative solutions/proposals, and liaise with and influence related professions to develop practices, which support the Business Unit.
* 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:** Sets up and maintains effective and efficient work teams and manages performance and resources, to achieve objectives. Chooses appropriate management strategies and communication styles to maintain high levels of motivation and productivity. Gives feedback for development purposes and provides support and direction for improvement.
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:** Plans, sets and works to meet challenging standards and goals for self and/or others. Recognises where endeavours will make the most impact or difference, decides on desired outcome and sets realistic goals to reach this target.
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 tertiary qualification (or equivalent experience) in one or more relevant fields, such as Science, Law, Education, Humanities, Business, Aboriginal and Indigenous studies.
2. Previous experience in an operations support role including working with senior management.
3. Excellent communication, literacy and editing skills, including the ability to clearly and succinctly convey information and ideas both verbally and in writing to individuals and groups.
4. Strong project coordination skills, including previous experience working closely with, and providing support to, Senior Management.
5. Excellent stakeholder management skills and experience, including the ability to build strong working relationships based on trust and credibility.
6. Demonstrated ability to investigate underlying issues of complex and ill-defined problems and develop appropriate responses through abstract thinking and using creative solutions

## Desirable Criteria:

1. Demonstrated understanding of Aboriginal cultural beliefs and attitudes.
2. Experience working with Indigenous communities and/or mentoring/training Indigenous students Experience in outreach or public education.

## Special Requirements:

To be eligible for this position you must be willing and able to travel to Geraldton or Perth (depending upon where you are based) as well as the MRO on a regular basis. The MRO is approximately 370km from [Geraldton](http://www.atnf.csiro.au/observers/visit/guide_geraldton.html) and is centred on Boolardy Station.

## About CSIRO:

At CSIRO we solve the greatest challenges through innovative science and technology. See more [online](http://www.csiro.au/)!

Find out more about the CSIRO [Astronomy and Space.](https://www.csiro.au/en/Research/Astronomy)