# Position Details

# Administrative Services – CSOF4

The following information is for applicants

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| Advertised Job Title**:** | Business Support Analyst (HR Services) |
| Job Reference: | 60122 |
| 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: | 90% |
| Percentage of Client Focus - External: | 10% |
| Reports to the: | HR Services Manager |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries : | Agnese Hubbard; email: Agnese.hubbard@csiro.au*Please do not email your application directly to Agnese Hubbard. Applications received via this method may not be considered by the selection panel.* |
| 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:

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.

The Business Support Analyst will be responsible for end-to-end coordination and management of agreed system changes for SAP HR and Success Factors Recruitment/Onboarding. Including requirement gathering and definition, testing and providing support to HR Services in the development of appropriate organisation change management and communication activities.

The Analyst will understand the technical capabilities of CSIRO’s SAP platforms and apply these capabilities to solve human resource related business improvement opportunities and problems.

## Duties and Key Result Areas:

* Liaise with internal stakeholders to identify opportunities for the application of modern business system solutions particularly related to human resource processes.
* Work collaboratively with the broader HR Community, the SAP Services team and business stakeholders to conceive and deliver solutions that may encompass components from different enterprise applications, but with a primary focus on SAP systems.
* Communicate and work closely with other HR Services team members, internal, and external stakeholders to develop, test, implement, promote and support end-to-end solution development.
* Contribute positively to stimulating and promoting a collaborative team approach, and develop sound working relationships with SAP Services team members and internal business representatives.
* Proactively support users in the efficient and effective use of SAP solutions, particularly in the areas of salary entitlements, payroll, personnel, organisational management, recruitment and onboarding.
* Establish networks with other professionals to ensure that the service provided continues to add value, and deliver training on procedural issues or systems developments to clients and team members.
* Using discipline expertise, develop and review policies, procedures, systems and make recommendations to the HR Services Executive Manager to guide management decisions.
* 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.
* 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.*

* A minimum of 2 years’ experience in supporting SAP systems and/or a business support role in a SAP environment
* Experience in collaborating with HR business stakeholders to develop effective system solutions to business problems.
* Ability to achieve business outcomes at the individual level and to work collaboratively across teams to identify continuous improvements and influence outcomes
* Effective communication skills including experience in producing well-structured, comprehensive and clear documentation.
* Demonstrated experience across a broad range of SAP systems.
* Strong understanding of business operations, processes and information requirements.

## Special Requirements:

Appointment to this role is subject to successfully obtaining an Australian National Police Check.

## About CSIRO:

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