# Position Details

## Administrative Services – CSOF3

The following information is for applicants

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| Advertised Job Title**:** | Administrative Support Officer |
| Job Reference: | 60089 |
| 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: | Business Improvement Coordinator |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries: | Matt Kimber via email: [Matt.Kimber@csiro.au](mailto:Matt.Kimber@csiro.au)  *Please do not email your application directly to Mr Kimber. 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](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:

Owned and operated by CSIRO and overseen by an independent Steering Committee, the Marine National Facility (MNF) is managed as a CSIRO Business Unit through a small team in Hobart known as the Ships Management Group. Led by the MNF Director, the Ships Management Group is responsible for governance committee support and policy development. The team manages a marine industry ship management contract for the crewing and maintenance of RV *Investigator* and a service level agreement within CSIRO for the provision of technical support and data management for MNF scientific equipment. Major functions include the management of an independent applications for sea time process, ship scheduling and the operational planning, implementation and oversight of MNF multi-disciplinary blue-water marine research voyages.

The Administrative Support Officer will work as part of the Ships Management Group in the Operations Team to support the operational requirements of managing multi-disciplinary blue-water research voyages on RV *Investigator*. The Officer will work collaboratively with the Ships Management Group, research vessel users and the ship management contractor with an emphasis on managing voyage documentation and processes with a high level of accuracy and control. The position will provide administrative support across multiple simultaneous projects and project leads.

## Duties and Key Result Areas:

* Working collaboratively with internal and external stakeholders to maintain and grow relationships and striving to exceed customer service expectations.
* Provision of high level administrative support and ability to multitask across several simultaneous projects with competing priorities.
* Accurate and timely support to deliver on a suite of administrative services towards efficient voyage planning and execution.
* Working flexibly, positively and co-operatively as a member of the MNF team, using shared resources; seeking advice as required.
* 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 as part of a multi-disciplinary, often regionally dispersed team, to carry out tasks under limited direction in support of successful and safe voyages.
* Develop and maintain well organised records, files and data systems.
* Database and document management.
* Adhere to the spirit and practice of CSIRO's Values, Health Safety and Environment plans and policies, diversity initiatives and Zero Harm goals.
* Any other duties within the scope of this position that may arise from time-to-time.
* Other duties as directed.

## Competencies:

1. **Teamwork and Collaboration: Proactively seeks and considers the ideas and opinions of others from within and outside the team to help form decisions, plans or actions.**
2. **Influence and Communication: Puts forward ideas by presenting factual information supported by data, definitions, examples, illustrations or other aids, which will assist in conveying meaning.**
3. **Resource Management/Leadership: Provides instruction and assists other staff to complete allocated tasks and activities.**
4. **Judgement and Problem Solving:** Identifies and considers the implications of a range of available alternatives in order to select the most appropriate response to problems of a familiar or recurring nature.
5. **Independence: Recognise and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).**
6. **Adaptability:** Willingness to change ideas or perceptions based on new information, contrary evidence or other people's points of view. Prepared to try out different approaches.

## Essential Criteria:

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

* Demonstrated experience in computer software systems such as:
  + MS Office (Word, Excel, Access, PowerPoint, Outlook, Project)
  + Document management systems (e.g. Share Point)
  + Record management systems.
* Proven knowledge and experience of administrative practices, procedures and processes.
* Demonstrated ability to plan, set priorities and meet deadlines, accompanied by an ability to handle a number of tasks/projects concurrently with minimum supervision and guidance.
* Highly organised and results driven with eye for continuous improvement.
* Superior communications skills and the ability to engage in a professional manner with a wide range of stakeholders; ensuring operational outcomes with a high level of accuracy and attention to detail.
* Proven ability to work flexibly, positively and co-operatively as a member of a dynamic team; using shared resources; and seeking advice as required.

**As Australia’s Innovation Catalyst, CSIRO has strategic actions underpinned by behaviours aligned to**:

Excellent science

Inclusion, trust & respect

Health, safety & environment

Delivery on commitments.

## About CSIRO:

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

CSIRO National Collections & Marine Infrastructure CSIRO is the custodian of a number of collections of animal and plant specimens that contribute to national and international biological knowledge. Together, they constitute a vast storehouse of information about Australia’s biodiversity and underpin a significant part of the country’s taxonomic, genetic, agricultural and ecological research - making these vital resources for conservation and the development of sustainable land and marine management systems. To find out more visit- [Research Collections.](https://www.csiro.au/en/Research/Collections)