# Position Description

## Communication & Information – CSOF4

Role summary for potential applicants

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| Advertised Job Title**:** | Social Media and Projects Officer |
| Job Reference: | 60270 |
| 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: | 50% |
| Percentage of Client Focus - External: | 50% |
| Reports to the: | Program Manager, Digital Careers |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries: | Alllira Crowe via email: Allira.Crowe@csiro.au*Please do not email your application to Allira Crowe. Applications received via this method will 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’ through the ‘People Hub’ icon  |

## Role Overview:

The role of Education staff in CSIRO is to support the delivery of science through the provision of effective communication and management of information, and the editorial or industry liaison service, either within or outside CSIRO, to enhance CSIRO's public image and promote its capabilities. The role may involve the storage, retrieval and protection of information. Communication and Information staff typically interact with industry groups, other government agencies, professional groups, media and the general public.

The Social Media and Project Officer will be responsible for maintaining and updating Digital Careers’ online presence, social media accounts and coordinating the delivery of a range of projects relating to the Digital Careers program. The Project Officer will work as part of a small, busy team promoting ICT careers to school students, parents, and teachers across a range of fields such as Events, Online Engagement (web, video, social media) and Internal communication.

## Duties and Key Result Areas:

**Accountabilities and Associated Responsibilities:**

* National Coordination providing high-level event services for the Bebras Computational Thinking Challenge Australia.
* Assist in the ongoing management of the Digital Careers and related websites and social media.
* Engagement with the Digital Careers team to assist in the development of content for the Digital Careers website including –
	+ Student activities and engagement tools,
	+ Teacher Professional Development.
* Report on outcomes of activities, events and partnerships.
* Maintain contacts in customer relationship management database.

**General:**

* Administration services including data entry, etc.
* Maintain Digital Careers mailing lists (including volunteers, new contacts and committees).
* 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 as a member of a regionally dispersed team, to carry out Education.
* Work collaboratively with colleagues within your team, the business unit and across CSIRO, to reach objectives and (where relevant), establish networks with other teams and professionals in their field.
* Provide coaching and on-the-job training to fellow staff members as required, and provide recognition and acknowledgement for staff achievements.
* Generate improved solutions in work situations, trying creative ways to deal with problems and opportunities.
* 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.

## CSIRO 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.

## Selection Criteria:

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

* A tertiary qualification in a relevant area, such as social media and marketing and/or relevant work experience.
* Experience engaging with social media within a professional context.
* Experience in managing and developing websites to suit user requirements.
* Demonstrated ability to develop and deliver programs across multiple sites, engaging with multiple stakeholders.
* Demonstrated ability to develop and deliver strategies to engage with stakeholders to promote activities and events across multiple media channels.
* The ability to work effectively in a team environment, proactively collaborating and consulting with internal and external stakeholders, as well as sharing resources to accomplish objectives.
* Demonstrated ability and willingness to find workable solutions to complex problems and resolve complaints using creativity, reasoning and past experience.

## Desirable Criteria:

* An understanding of the ICT Industry.
* Experience in working within the Education field.

## Special Requirements:

* A valid Working with Children Check or an ability to obtain one.
* Ability and willingness to work additional hours and weekends as required.
* The position may require the appointee to travel interstate as required.

## About CSIRO:

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