# Position Details

## Administrative Services – CSOF4

The following information is for applicants

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| Advertised Job Title**:** | Executive Assistant, Organisational Development |
| Job Reference: | 62156 |
| 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: | Director, Organisational Development |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries : | Brooke Lewis [brooke.lewis@csiro.au](mailto:brooke.lewis@csiro.au)  Or Elina Islamova [Elina.Islamova@csiro.au](mailto:Elina.Islamova@csiro.au) |
| 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 Brooke Lewis or Elina Islamova. 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 Director, Organisational Development. This is a newly created role to support the newly appointed Director Organisational Development, who is a member of the CSIRO Leadership Team. The EA prioritises commitments, follows through on issues to successful resolution, coordinates timely responses to requests and facilitates the effective operation of the Directors’ office.

## Duties and Key Result Areas:

* Provide a proactive voice and support for the Directors’ Office to Organisational Development leadership team, CSIRO Leadership Team, CSIRO Executive Team and external bodies where appropriate.
* Be a strong team player, developing and maintaining 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 and correspondence, including arranging meetings and appointments on behalf of the Executive Director, and managing all domestic and overseas travel arrangements.
* Demonstrate sound initiative and judgment to provide systematic and dependable completion of EA issues and tasks, as well on OD projects and initiatives ensuring timely delivery.
* 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.
* Provide project related support, logistics and administration for the Organisational Development function, for example CSIRO Connect an enterprise event and other relevant live projects
* 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).
* Liaise with clients to anticipate their needs, ensure the relevance of the activity and achievement of team objectives, take personal responsibility for guaranteeing client satisfaction, and correct problems promptly and in a constructive manner.
* Under general direction provide a discrete support service, and participate in the planning of group activities, across a Business Unit or group of functions for a single site, frequently encountering ambiguity and showing initiative in interpreting policies and procedures.
* 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 collaboratively as part of a multi-disciplinary, often regionally dispersed research team, and business unit to carry out tasks in support of CSIRO’s scientific objectives.
* 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.*

1. Significant experience in providing secretarial and administrative support to a senior manager or executive in a fast paced and complex environment.
2. 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.
3. Strong organisational skills, ability to prioritise demands and escalate issues when required.
4. Demonstrated ability to develop and maintain productive relationships with key stakeholder groups.
5. The ability to work effectively in a team environment, proactively collaborating, consulting and sharing resources to accomplish objectives.
6. Demonstrated ability to professionally handle sensitive and confidential information and use appropriate judgment and discretion.
7. Demonstrated ability and willingness to generate improved solutions to complex problems and resolve complaints using creativity, reasoning and past experience.

## Special Requirements:

A National Police Check is required to be lodged by the successful applicant and clearance to be received before commencing.

## About CSIRO:

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