# Position Details

## Administrative Services- CSOF3

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| The following information is for applicants | |
| Advertised Job Title | Observatory Support Officer - ASKAP Observatory Operations and Murchison Support Facility |
| Job Reference | 69975 |
| Tenure | Indefinite  Full-time or Job-share |
| Salary Range | AU$63k - AU$80k per annum (pro-rata for part-time)  plus up to 15.4% superannuation |
| Location(s) | Geraldton, Western Australia |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | * Australian Citizens and Permanent Residents currently living in Australia * New Zealand Citizens who usually reside in Australia, and are currently living in Australia |
| Position reports to the | WA Observatory Support Coordinator |
| Client Focus – Internal | 90% |
| Client Focus – External | 10% |
| Number of Direct Reports | 0 |
| Enquire about this job | Brett Hiscock - [Brett.Hiscock@csiro.au](mailto:Brett.Hiscock@csiro.au)  Rochelle Desmond - [Rochelle.Desmond@csiro.au](mailto:Rochelle.Desmond@csiro.au) |
| How to apply | Apply online at <https://jobs.csiro.au/>  Internal applicants please apply via **Jobs Central**  If you experience difficulties when applying, please email [careers.online@csiro.au](mailto:careers.online@csiro.au) or call 1300 984 220. |

### Role Overview

CSIRO Astronomy & Space Science (CASS) operates Australia’s premier radio astronomy national facilities at Parkes and Narrabri in NSW and the Australian SKA Pathfinder (ASKAP) telescope, located on the Murchison Radio-astronomy Observatory (MRO), ~300km northeast of Geraldton in Western Australia.

The Observatory Support Officer is based in Geraldton and provides administrative and management services to support the effective provision of research and development activities. The role provides services for visitors to CASS sites, including CSIRO visitors from other sites and visitors from external stakeholders, as well as general administrative support for the ASKAP observatory operations. The position is the primary point of contact for visitors to the remote ASKAP site and includes the coordination of logistics relating to travel and accommodation.

### Duties and Key Result Areas:

* Provide office management and administrative support to the ASKAP and broader CASS teams in accordance with established procedures.
* Undertake reception duties, meeting coordination and minutes, invoicing and reporting, procurement, accounts payable and receivable, and general office responsibilities; all within defined timeframes.
* Maintain staff schedules, coordinate regular travel and accommodation arrangements and liaise closely with the logistics service provider (this may involve access to personal and sensitive information).
* Ensure ASKAP site visitor facilities and services are maintained to the required standard. This may involve travelling to the remote site, including overnight stays of up to four-nights on occasion.
* Prioritise and action tasks appropriately; keeping management and clients informed on progress and redirecting or escalating matters as appropriate.
* Assist with community visits to the Geraldton office and the MRO site as required. This may involve interaction with children or other vulnerable persons.
* Deliver precedent-based policy and procedure interpretation and advice for the purpose of maintaining accuracy and compliance, and instruct others on routine administrative activities, as required.
* Look for opportunities to generate improved solutions in work situations, trying creative ways to deal with routine problems and opportunities, and exercising initiative when applying established 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 regionally dispersed team to carry out tasks in support of CSIRO’s 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.

## **Required Competencies:**

* **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.
* **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.
* **Resource Management/Leadership:** Provides instruction and assists other staff to complete allocated tasks and activities.
* **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.
* **Independence:** Recognise and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).
* **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.

## **Selection Criteria**

#### Essential

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

1. Certification and/or equivalent work experience in Office Administration.
2. Proven experience planning, coordinating and executing administrative tasks in a large and complex organisation.
3. Advanced level abilities using MS Word, Excel and Outlook.
4. Strong organisational skills and high-level attention to detail with an enquiring, analytical approach to delivering outcomes and solving problems.
5. Demonstrated initiative and adaptability when prioritising competing demands and the required judgement to escalate issues if necessary.
6. Demonstrated ability to use effective communication skills and establish strong interpersonal relationships with a wide variety of people, as well as conveying information and ideas clearly and accurately.

## **Desirable:**

1. Current ‘C’ class driver’s licence (or equivalent).
2. Experience in procurement and accounts payable/receivable.
3. Ability and willingness to travel to the remote ASKAP site quarterly or as required. Travel to the site involves overnight visits, including three to four-night stays on occasion.
4. A Food Safety Supervisor certificate (or equivalent).

Special Requirements

The successful candidate will be asked to obtain and provide evidence of a National Police Clearance or equivalent. Please note that individuals with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.

## **About CSIRO:**

We solve the greatest challenges through innovative science and technology. Visit [CSIRO Online](http://www.csiro.au/) and [CSIRO Astronomy and Space Science](https://www.csiro.au/en/Research/Astronomy) for more information.

CSIRO is a values-based organisation.  In your application and at interview you will need to demonstrate behaviours aligned to our values of:

* 1. People First
  2. Further Together
  3. Making it Real
  4. Trusted