



Graduate

Position Description

Reports to: Senior Manager, Learning & Development

Business Unit: People

Direct Reports: n/a

Location: Canberra

Position Type: Permanent, Full Time

Updated: 22 May 2019

Role Purpose

As an entry level role that includes structured professional development, Graduates will:

- Participate in intensive development activities including formal and on the job training, a group project, networking and mentoring, and
- Participate in rotations across our business to ensure understanding of our customer, investments and corporate operations.

This will enable them to:

- Understand our business as a whole, and
- Apply their skills and knowledge to support the company vision *'to build, support and protect better retirement outcomes for our customers and their families'*.

Primary Responsibilities

Across project rotations, and with support and guidance, Graduates will:

- Demonstrate a commitment to continued personal and professional development by attendance and active participation in learning activities
- Develop and maintain a working knowledge of CSC including strategy, values, policies, procedures, processes and systems
- Contribute to day to day operational activities within Business Units, ensuring a customer focus at all times
- Work autonomously and within a team to achieve agreed performance objectives
- Research, review and analyse CSC's internal and external environments
- Support the delivery of projects, planning processes and change management activities
- Identify, recommend and implement improvements to operational efficiency especially for positive customer experience
- Establish and maintain productive and collaborative relationships
- Communicate effectively both orally and in writing, keeping stakeholders informed and engaged
- Provide constructive feedback on how to develop and ensure CSC is a great place to work.



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Key Relationships (internal and external)

Internal to CSC

- Graduate Program Advisor,
- Senior Manager, Learning & Development,
- Rotation Manager and/or Project Lead,
- Buddy,
- Mentors, and
- All levels of staff across CSC.

External to CSC - as applicable to rotation

- Customers,
- Suppliers, and
- Other stakeholders.

Requirements of the Role – Qualifications, Experience and Competencies

Qualification/s	Essential	Desirable
Bachelor Degree · Any discipline, completed in the last 3 years	✓	
Experience	Essential	Desirable
Apply academic learning · Brings academic learning to vocation in first permanent role · Contributes to function of assigned line/area of business	✓	
Competencies and Skills	Essential	Desirable
Communication/Interpersonal · Effective verbal, written and listening skills · Establishes & develops productive relationships with all stakeholders to ensure delivery of high quality advice & service · Frames messages in line with audience to ensure understanding	✓	
Planning/Organising · Uses judgement and decision making to organise own work and sets appropriate priorities in order to achieve set objectives · Uses high levels of organising to process information · Ability to undertake work with limited supervision	✓	
Analysis/Problem Solving/Innovation · Applies analytical and complex problem solving skills · Achieves set objectives by working in focused manner · Uses creativity to generate ideas	✓	



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Service Delivery <ul style="list-style-type: none">· Displays cooperation & interest in needs of others· Proactively interacts with internal/external contacts· Establishes strong relationships to deliver service	✓	
Teamwork <ul style="list-style-type: none">· Maintains positive relationships with team members by effectively coordinating with others· Works productively as part of a team & in isolation· Contributes to team cohesiveness & supports colleagues	✓	
Leadership <ul style="list-style-type: none">· Demonstrates a high level of personal integrity	✓	