# Position Details

## Technical Services- CSOF4

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| The following information is for applicants | |
| Advertised Job Title | Facilities Coordinator |
| Job Reference | 89290 |
| Tenure | Indefinite Full-time |
| Salary Range | AU $87,068 k – AU $98,504 k per annum (pro-rata for part-time)  plus, up to 15.4% superannuation |
| Location(s) | 1 Opportunity at Parkes  1 Opportunity at Armidale |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | * Australian Citizens Only * Australian/New Zealand Citizens and Australian Permanent Residents * All Candidates |
| Position reports to the | The Regional Manager, CBIS Queensland and Country New South Wales |
| Client Focus – Internal | 90% |
| Client Focus – External | 10% |
| Number of Direct Reports | 1 |
| Enquire about this job | Bernie via email at Bernie.Mcdonough@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. |

**Acknowledgement of Country**

CSIRO acknowledges the Traditional Owners of the land, sea and waters, of the areas that we live and work on across Australia. We acknowledge their continuing connection to their culture and pay our respects to their Elders past and present. View our [vision towards reconciliation](https://www.csiro.au/en/about/Indigenous-engagement/Reconciliation-Action-Plan).

### Role Overview

The role of CSIRO Business & Infrastructure Services (CBIS) - (Property Services) is responsible for providing support to scientific staff by developing, maintaining, and managing the buildings, laboratories and other research infrastructure across CSIRO owned and leased sites.

The Facilities Coordinator will report to the Regional State Manager within the Queensland and Country New South Wales Region (QCN). The Facilities Coordinator will be responsible for the general day to day facility operations, and management of maintenance, repairs and facility services on the sites.

The position will be required to be manage the day-to-day operations of the site from a building aspect. These operations include “hard services” such as Building and Equipment repairs and maintenance related work and “Soft Services” such as Cleaning, Security, Waste Management and Grounds Maintenance.

The Facilities Coordinator will also assist in the development of maintenance and services contracts, developing budgets and cash flows for these activities as part of the role. This position may also be responsible for oversight of the General Technical Support Officer for the site.

This role will involve out of hours work and participation in the afterhours call-out is mandatory. Call out responsibilities covers the sites and applicants will require the physical ability to be able to access all equipment in all locations within the site.

### Duties and Key Result Areas

* Maintain effective day-to-day relationships with all internal and external clients on-site in respect to the provision of Property Infrastructure services.
* Develop facility operational and maintenance plans and budgets, coordinate the activities, monitor cash flows and report on the site maintenance activities.
* Provide specific technical advice and guidance on facilities and services to internal clients and staff.
* Liaise with Building Owners and Managers with regards to agreements and building compliance, lease reviews, contracts and relationship management.
* Undertake Facilities Condition Audit assessments and annual reviews of site facilities and services and update the Maintenance Plan data.
* Supervise and administer the daily property services works undertaken by contractors and CBIS staff, to ensure compliance with programs and contracts; Undertake the inductions, security clearances and coordination of facility contractors.
* Ensure compliance with CSIRO policies and procedures including Procurement, Health Safety & Environment (HSE), contractor security, inductions and similar activities that may have an impact on site and personnel, operations, safety and the environment. Maintain records of essential services and statutory maintenance requirements.
* Identify and implement corrective maintenance action as required in a timely and effective manner. Provide timely information and assistance to all CSIRO staff and tenants, regarding operational activities such as system breakdowns, services shut down, testing arrangements, etc.
* Coordinate minor works projects and planned maintenance associated with the facilities and equipment including fit-out changes and user relocations in offices, laboratories and other research areas.
* Plan, coordinate and report on site ‘soft’ services including cleaning, security, grounds maintenance and waste management. Service the operational needs of tenants as per tenancy agreements.
* Participate in the evaluation and planning of site alterations or developments, providing input to the property records (drawings and operating procedures) including upkeep of site services drawings relating to services such as electrical, gas, fire, water, stormwater/sewer and data.
* Provide support in after-hours and emergency response requirements for sites allocated by the State Manager.
* Fully utilise SAP financials, MIS, SAMS and other data systems for the day-to-day coordination of resources including budgets and assets.
* Adhere to the spirit and practice of CSIRO’s Values, Code of Conduct, Health, Safety and Environment procedures and policy, Diversity initiatives and Zero Harm goals.
* Other duties as directed.

## **Selection Criteria**

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

**Pre-Requisites:**

1. **License**: A current driver’s license
2. **Education/Qualifications:** Relevant trade and/or tertiary qualification and/or proven related experience in managing facilities and services on a science facility**.**

#### Essential

1. Experience and knowledge in the delivery of facility management services including “hard services” such as repairs, maintenance and minor mechanical, electrical and building works; and “soft services” including security, cleaning, waste management, grounds maintenance and accommodation relocations for a diverse range of complex research and support facilities.
2. Demonstrated ability to provide technical advice, guidance and review of mechanical and electrical services and systems with a sound knowledge of regulations and standards.
3. Ability to work under limited direction, accept responsibility and direction, and be accountable for on-site service provision, including capability to co-ordinate trade and other services contractors to ensure delivery of services in accordance with relevant time, cost, quality, statutory and user satisfaction requirements.
4. Validated interpersonal skills, developed negotiation skills and a strong “customer service” focus.  This includes demonstrated skills in effective communications and developing effective working relationships in a demanding environment with a diverse customer and stakeholder base. It shall also include the maintaining and updating of records and preparing written reports as required by the Regional or Senior Facilities Manager.
5. Established ability to apply and appreciate relevant procedures/protocols, compliance and statutory requirements associated with Federal, State and Local Government building and services codes and regulations and Occupational Health and Safety requirements that may be applicable to personnel operations and safety and security at CSIRO’s research facilities.
6. Demonstrated experience using software including Microsoft Word, Excel, Outlook, and written, graphic and oral communication skills and experience/knowledge of Building Management Systems (BMS) and computer-based maintenance management systems.

**Desirable**

1. Demonstrated experience in the delivery of Facilities Maintenance on a science related facility.
2. Membership of relevant professional associations or
3. Hold a relevant Building Trade Qualification

## **Required Competencies**

* **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.
* **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.
* **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.
* **Judgement and Problem Solving:** Investigates underlying issues of complex and ill-defined problems and develops appropriate response by adapting/creating and testing alternative solutions.
* **Independence:** Recognises and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).
* **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.

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.

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We solve the greatest challenges through innovative science and technology. Visit [CSIRO Online](http://www.csiro.au/).

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

* People First
* Further Together
* Making it Real
* Trusted