# Position Details

## Technical Services- CSOF4

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| The following information is for applicants | |
| Advertised Job Title | Facilities Coordinator |
| Job Reference | 95734 |
| Tenure | Indefinite, Full-time |
| Salary Range | AU$89,680 to AU$101,459 pa (pro-rata for part-time) + up to 15.4% superannuation |
| Location(s) | Hobart, TAS |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian/New Zealand Citizens and Australian Permanent Residents Only |
| Position reports to the | Minor Works Coordinator – CBIS TAS or State Manager – CBIS VIC/TAS |
| Client Focus – Internal | 80% |
| Client Focus – External | 20% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Nick Davis via email at nick.davis@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

The Facilities Coordinator for CSIRO Business and Infrastructure Services (CBIS) is responsible for the smooth operation of site property, buildings, and support services within their area of responsibility. The role typically delivers services including receipt & dispatch (potentially via a Stores facility), reception and administrative duties, fleet site-based management, site security and access control. Responsibilities also include workflow coordination services required to process, allocate and monitor the facilities management related activities for their sites.

Working as part of the broader CBIS Regional team, the role delivers high quality services and contributes to the establishment and refinement of effective strategies. The Facilities Coordinator - CBIS coordinates the delivery of facilities maintenance services and daily operational activities, including the provision of efficient corrective and preventative maintenance work. The position holds responsibility for ensuring continuous improvements in workflow systems and processes, asset management, including effective asset monitoring, maintenance scheduling, reporting and rostered on-call support.

### Duties and Key Result Areas

This role will include support to Project Delivery and Facilities Management functions. It will require well developed stakeholder engagement and writing skills, plus the ability to work well in a team setting. Duties will include:

* Work collaboratively as part of a multi-disciplinary team to conduct tasks in support of CSIRO scientific objectives.
* Consult with clients to provide timely, responsive customer service and effective communications to achieve a high level of client satisfaction, addressing issues promptly and constructively, using sound judgement when dealing with ambiguity.
* Communicate openly, effectively and respectfully with all staff, clients, suppliers and stakeholders to maintain positive, functional collaborative relationships which enhance CSIRO’s reputation and performance.
* Supervise on-site delivery of work related to facilities management including repairs, maintenance, new installations and provision of soft services (including cleaning, security, grounds maintenance and waste management) using the CBIS works order management system (Corrigo). Co-ordinate and monitor works at all stages through to completion to achieve a high standard of service and as specified in contract documents.
* As the senior facilities team member for Tasmania, the holder of this position will need to work autonomously at times and should have the experience and background to enable sound and informed decision making as required.
* Assist with the coordination and delivery of minor works and other projects, including the drafting of Business Cases, Stakeholder Engagement, Risk Management, Procurement documentation, evaluation of tender and quotation responses, and assistance with the coordination of works delivery on site.
* Operate security and access systems to maintain effective site security and oversee provision of security and access-control cards for staff and contractors in compliance with privacy requirements.
* Participate in the review and implementation of continuous improvement reviews for onsite services, customer interaction, project and contractor management. The position will contribute to positive and constructive changes in the workplace and will be called upon to assist with the development and implementation of such change.
* Provide and implement technical advice and operational expertise on equipment functionality and possible design alternatives, asset condition status and expected service delivery life, seasonal demands, preventative asset maintenance programs, and replacement priority work schedules.
* Identify and advise of emerging risks (including regulatory and compliance issues) and threats in delivering asset management and the safe storage of hazardous materials.
* In collaboration with the Minor Works Coordinator – CBIS TAS and/or State Manager – CBIS TAS, contribute to the development of facility operational and maintenance plans and budgets, coordinate the activities, monitor cash flows and report on site maintenance activities. This includes the establishment and monitoring of Programmed and Reactive Maintenance for which this position holder will be responsible.
* Work with HSE advisors, Site Leaders and other stakeholders to implement safety, security, amenity and aesthetic improvements to site facilities. The role may require participation in workplace committees such as Site Management Committees, HSE Committee, User Groups and forums.
* Perform tasks related to visitor management, site security, fleet vehicle support and assist CBIS site administrative staff.
* The use of IT systems including Work Order Management, Access Control, MS Office and standalone platforms such as Risk/Hazard reporting software.
* Provide feedback and advice to management related to contractor performance and any safety related issues requiring investigation or follow up.
* Provide input to the development and review of policies, procedures, systems and make recommendations to guide management decisions.
* Monitor compliance with:
  + Legislative and other governing authority requirements.
  + CSIRO procedures including Finance, Procurement, Health Safety & Environment (HSE) and privacy, including when processing contractor security clearances, inductions and similar activities. This will involve access to personal and commercially sensitive information.
* 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.

## **Selection Criteria**

#### Essential

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

1. Relevant work experience in the delivery of facility management services, for a diverse range of complex and highly serviced research and support facilities.
2. Proven effective interpersonal abilities, including sound negotiation and communication skills and an ability to cultivate productive working relationships with all stakeholders.
3. The ability to work efficiently with a diverse operational team of property professionals across several sites.
4. Sound knowledge of procurement processes, including arranging internal or external service providers, approvals, preparation and coordination of technical specifications for tender documents, tender and formal quotation procedures. This includes experience and a high level of proficiency in business writing.
5. Demonstrated ability to work under general direction, accept responsibility and take accountability for on-site service provision, including the coordination of trade and other services contractors to ensure delivery of hard and soft services.
6. Demonstrated knowledge/experience and appreciation of relevant procedures/protocols, compliance and statutory requirements associated with Federal, State and Local Government building and services codes, regulations and HSE requirements.
7. Proficient in the use of IT hardware including Computers, tablets and mobile phones and in the use of software including operating systems, web based and productivity applications (including email, calendar, word processing and spreadsheet).
8. Demonstrated well developed verbal and written communication skills with the capacity to understand the audience, tailoring all forms of correspondence, documentation, and stakeholder service delivery to meet organisational standards and expectations.
9. Hold or have the ability to obtain a Forklift Operators Licence
10. Current motor vehicle license, and ability to travel when required to other sites, including interstate.
11. Able to participate in an after-hours ‘on call’ roster and emergency response requirements for the sites in the respective area.

#### Desirable

1. The ability to use software including Corrigo, SAP Ariba, BMS, Security and Maintenance Management software or similar applications.
2. Previous experience in Facilities Management to a science technology or research complex.

## **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 the reactions of others.
* **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.

The successful candidate must be able and willing to participate in an after-hours ‘on call’ roster as well as emergency response requirements for the sites in the respective area.

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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