



## Position details

### Administrative services- CSOF4

THE FOLLOWING INFORMATION IS FOR APPLICANTS	
<b>Advertised job title</b>	Facilities Coordinator - Sydney
<b>Job reference</b>	100024
<b>Tenure and work schedule</b>	Indefinite, Full-time We will explore options for part-time, job-share and flexible work arrangements based on needs of the role and individual circumstances.
<b>Salary range</b>	AU\$96,811- AU\$109,527 per annum (pro-rata for part-time) plus up to 15.4% superannuation
<b>Location(s) and office arrangements</b>	Marsfield, Sydney
<b>Relocation assistance</b>	Will be provided to the successful candidate if required
<b>Applications are open to</b>	Australian Citizens Only
<b>Position reports to the</b>	CBIS Coordinator Facilities NSW
<b>Client focus – internal</b>	90%
<b>Client focus – external</b>	10%
<b>Number of direct reports</b>	0
<b>Enquire about this job</b>	Contact Mick Kath via email at <a href="mailto:Mick.Kath@csiro.au">Mick.Kath@csiro.au</a>
<b>Support and workplace adjustments</b>	We offer a range of reasonable supports and workplace adjustments. Please let us know via email <a href="mailto:sarah.lyons@csiro.au">sarah.lyons@csiro.au</a> if we can help you to equitably participate in our recruitment process or the role itself.
<b>How to apply</b>	Apply online at <a href="https://jobs.csiro.au/">https://jobs.csiro.au/</a> Internal applicants please apply via <b>Jobs Central</b> If you experience difficulties when applying, please email <a href="mailto:careers.online@csiro.au">careers.online@csiro.au</a>

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### 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](#).

## **About CSIRO**

As Australia's national science agency, CSIRO is solving the greatest challenges through innovative science and technology. Many of our iconic innovations were once considered impossible until someone, just like you, joined us and took on the challenge.

As one of the world's largest multidisciplinary mission-driven research organisations, we are focused on the issues that matter the most: for our quality of life, for the economy and for our environment. We believe diverse teams are more effective and deliver more innovative outcomes. When we all focus on the big things that really matter, and work in partnership with our communities and [Indigenous Australia](#), Australian science and technology can solve seemingly impossible problems and create new value for all Australians. Visit [CSIRO.au](#) for more information.

## **Role overview**

At the Commonwealth Scientific and Industrial Research Organisation (CSIRO), we do the extraordinary every day. We innovate for tomorrow and help improve today - for our customers, all Australians and the world. We imagine. We collaborate. We innovate. Australia is founding its future on science and innovation. CSIRO is a powerhouse of ideas, technologies and skills for building prosperity, growth, health and sustainability. It serves governments, industries, business and communities across the nation. CSIRO is Australia's premier research body, delivering innovative science for the benefit of Australians.

CSIRO has a complex property portfolio of owned and leased facilities that comprises over 900 buildings spread across 48 Australian sites and one international site, and 36 locations within Australia. These scientific research, (including National Research Infrastructure) and office/administration facilities are diverse in ownership, type of property, age and condition. The property portfolio is managed by CSIRO's Business and Infrastructure Services unit (CBIS) which has offices in each state.

The CBIS Coordinator - Facilities is responsible for the smooth operation of site property and buildings and support services within their area of responsibility. The role typically supervises a small team that delivers services that may include Site security and Access control and work flow coordination services required to process, allocate and monitor the facilities management related work for the site.

Working as part of the broader CBIS Regional team, the role delivers high quality services and contributes to continuous improvement of workflow systems and processes. The CBIS Coordinator - Facilities coordinates the delivery of the facilities maintenance services and daily operational activities including the provision of efficient corrective maintenance works and preventative maintenance activities.

The role contributes to providing direction to the establishment / refinement of effective strategies, challenging day to day assumptions in delivering continuous improvements in asset management including effective asset monitoring, maintenance scheduling and reporting.

Duties and Key Result Areas:

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- 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.
- Establish networks with other professionals in your field to ensure that the service provided continues to add value and deliver training on procedural issues or systems developments to clients and team members.
- Using discipline expertise develop and review policies, procedures, systems and make recommendations to guide management decisions.
- Coordinate the services to receive, process, assess, manage and monitor all job requests, utilising the CBIS works order management and invoicing system, through to completion in accordance with all relevant emergency procedures and the relevant reactive maintenance Service Level Agreements.
- Provide timely, responsive customer service throughout all communications and works co-ordination with relevant contractors, supervisors, managers and customers at all stages of the job request process.
- Supervise on site contractor delivery through monitoring of contractor performance in line with contract KPI's. Provide feedback to management and the CBIS Manager Contracts, Compliance, Lease and Licence by way of timely information provision (service dockets) and reporting.
- Monitor compliance with:
- Legislative, OGTR and other governing authorities requirements.
- CSIRO procedures including Finance, Procurement, Health Safety & Environment (HSE) including contractor security clearances, inductions and similar activities that may have an impact on site and personnel operations, safety and the environment.
- Actively participate in the Facilities Condition Audit Program and annual reviews of site or region facilities and services, including assistance with the updating of the MPlan data.
- Provide and apply technical advice and operational expertise in regard to 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 based on priorities and service needs.

- Identify and advise of emerging risks (including regulatory and compliance issues) and threats in delivering asset management escalating issues in a timely manner and as needed to ensure risks are effectively managed.
- Perform regular enquiries on the site BMS and security systems, including the overseeing of the provision of security and access control cards for staff and tenants.
- Supervise, respond 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 after-hours "on call" roster and emergency response requirements for the sites in the respective area.
- In collaboration with the CBIS Coordinator - Facilities (CSOF5) and/or Regional Manager, contribute to the development of facility operational and maintenance plans and budgets, coordinate the activities, monitor cash flows and report on the site maintenance activities.
- 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 facility operations 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.

## **Selection criteria**

### **Essential**

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

1. Building related trade certificate or relevant work experience in the delivery of facility management services including "hard services" such as repairs, maintenance and minor works; and "soft services" including security, cleaning, waste management, grounds maintenance and accommodation relocations for a diverse range of complex and highly serviced support facilities
2. Experience and ability in the development and coordination of timely procurement and delivery of reliable, cost effective FM services.
3. Awareness 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.
4. Demonstrated ability to work under general direction, accept responsibility and be accountable for on-site service provision, including capability to co-ordinate trade and

other services contractors to ensure delivery of hard and soft services in accordance with relevant time, cost, quality, statutory and user satisfaction requirements.

5. Demonstrated knowledge/experience and appreciation of 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. Sound ability to work closely with a diverse operational team of property professionals across several sites and proven experience in providing support to a complex property portfolio comprising of several sites and a diverse cross section of business requirements.
7. Proven interpersonal skills including sound negotiation and written and oral communication skills and an ability to cultivate productive working relationships with internal and external stakeholders, landlords, tenants and service providers.
8. Hold a current drivers licence

#### **Desirable Criteria:**

1. Demonstrated experience in the delivery of Facilities Maintenance on a science related facility;
2. Experience and ability to use relevant software products including Microsoft Outlook, Excel, Word, Visio, AutoCAD and SAP

#### **Not sure if you meet all the criteria?**

While it is CSIRO policy that the successful candidate must meet all the essential criteria, there are many ways to demonstrate this. Don't let the list discourage you. If you are unsure about applying, please reach out to the contact on page 1 of this document so we can discuss the role further.

#### **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.

## Setting you up for success

We understand that not everyone works in the same way and sometimes people may require reasonable support and adjustments to perform at their best. Whether related to the recruitment process and or the role itself, this may include options such as providing different methods of communication, flexible hours or physical adjustments to work methods. If you feel comfortable, we encourage you to share any support and adjustments you may need to carry out the inherent requirements of the role. Please let us know via email [sarah.lyons@csiro.au](mailto:sarah.lyons@csiro.au) if we can help you to equitably participate in our recruitment process or the role itself.

## Life at CSIRO and flexible working arrangements

We [work flexibly at CSIRO](#), offering a range of options for how, when and where you work. We can discuss flexible work arrangements with you during the recruitment process. CSIRO also offers a range of leave entitlements, [benefits](#) and [career development](#) opportunities. To learn more, visit [Careers at CSIRO](#).

We celebrate the uniqueness of our workforce and are committed to creating [diverse and inclusive teams](#) where everyone feels they belong. CSIRO is an equal employment opportunity organisation dedicated to recruiting people based on merit, and reflecting the diversity of the community we serve. We recognise true diversity encompasses all ages, nationalities, abilities, cultures, genders, sexualities, faiths, levels of education, diversity of thought and many more aspects of identity. By empowering diverse teams, our community is reflected in the solutions we create.

## CSIRO values

CSIRO is a values-based organisation committed to values-based leadership.

Value	Descriptor	Behaviour
<b>People first</b>	Our priority is the safety and wellbeing of our people. We believe in, and respect, the power of diverse perspectives. We seek out and learn from our differences.	<ul style="list-style-type: none"><li>• Respectful</li><li>• Caring</li><li>• Inclusive</li></ul>
<b>Further together</b>	We achieve more together than we ever could alone. We listen and collaborate, in teams, across disciplines, across boundaries. We embrace ambiguity and use discussion and persistence to generate unique solutions to complex problems.	<ul style="list-style-type: none"><li>• Accountable</li><li>• Authentic</li><li>• Courageous</li></ul>
<b>Making it real</b>	We do science with real impact. We thrive when taking on the big challenges facing the world. We take educated risks and defy	<ul style="list-style-type: none"><li>• Partnering</li><li>• Cooperative</li><li>• Humble</li></ul>

	convention. We celebrate successes and failures and leverage them to learn as we strive to be the force for positive change.	
<b>Trusted</b>	We're driven by purpose but remain objective. We fight misinformation with facts. We earn trust everywhere through everything we do. We trust each other and we hold each other accountable. Together our actions drive Australia's trust in CSIRO.	<ul style="list-style-type: none"> <li>• Curious</li> <li>• Adaptive</li> <li>• Entrepreneurial</li> </ul>

## Child safety

CSIRO is committed to the safety and wellbeing of all children and young people involved in our activities and programs. View our [Child Safe Policy](#).

## Special requirements

Appointment to this role is subject to provision of a pre-employment background check and may be subject to other security/medical/character clearance requirements.

- The successful candidate will undertake a pre-employment background check. Please note that individuals with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.
- The successful candidate will be required to obtain and maintain a security clearance at the Baseline level.