

Position details

Administrative services- CSOF3

THE FOLLOWING INFORMATION IS FOR APPLICANTS

Advertised job title	CBIS Officer - Facilities
Job reference	100801
Tenure and work schedule	Indefinite
Salary range	AU\$73,567 - AU\$93,630 per annum (pro-rata for part-time) plus up to 15.4% superannuation
Location(s) and office arrangements	Narrabri, NSW
Relocation assistance	Will be provided to the successful candidate if required
Applications are open to	Australian Citizens Only
Position reports to the	CBIS Coordinator - Facilities
Client focus – internal	90%
Client focus – external	10%
Number of direct reports	0
Enquire about this job	Contact Colin Boggs via email Colin.boggs@csiro.au
Support and workplace adjustments	We offer a range of reasonable supports and workplace adjustments. Please let us know via email Sarah.lyons@csiro.au if we can help you to equitably participate in our recruitment process or the role itself.
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

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](https://www.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 1,000 buildings spread across 55 locations within Australia and in three countries overseas. 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 Officer - Facilities monitors (and reports on) contractors to ensure their service delivery is in accordance with the contract conditions and specifications and match the agreed level of service in the Service Level Agreements with Business Units.

The role is one of general assistance in the delivery of Facilities Management services and requires the incumbent to maintain a good level of site knowledge, including an operational view of any BMS style system that may be installed. At times the role involves out of hours work and site call-outs (within the designated area) and the ability to access all equipment at these sites. The CBIS Officer - Facilities is also required to work at other sites within the State from time to time as direct

Duties and key result areas

- Respond courteously and efficiently to client requests, maintaining clear communication regarding mutual expectations and monitoring client satisfaction.
- Under technical direction undertake a range of administrative tasks, with discretion in selecting the most appropriate method and sequence of completing tasks.
- Provide support to more senior staff, deliver precedent-based policy & procedure interpretation and advice, and instruct others on routine administrative activities, as required.
- Recommend improvements to systems and procedures and implement any approved changes.
- Monitor the daily facilities services works undertaken by CBIS staff and contractors to ensure compliance with programs and contracts through:
 - Ensuring compliance with CSIRO policies and procedures, with particular reference to HSE and security
 - Checking and filing JSEA/SWMS documentation

- Undertaking site inductions

- Ensuring compliance with issued permits
 - Checking site attendance and departure of contractors, along with any access supplied
 - Acting as a conduit between staff and contractors, utilising facilities knowledge to optimise contractor works
 - Scoping works for contractors
- Maintain a good working knowledge of the site, its equipment and the current maintenance needs. Raise works orders as necessary or perform minor tasks as directed which may be considered “handyman style works” to ensure a good level of maintenance is performed on all assets and contractors are aware of current issues and site specific information.
- 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 assistance to CSIRO staff with regard to specific site information and issues such as services shut down, testing arrangements, etc.
- Participate in the evaluation and planning of site alterations or development and provide input to the updating of property records (drawings and operating procedures) including maintenance of site services drawings (e.g. Electrical, gas, water, storm water/sewer, optical fibers, fire)
- Assist CBIS Coordinator - Facilities in minor works coordination as directed for fit-out changes and user relocations in offices, laboratories and other research accommodation.
- Assist with coordinating the contractors for site "soft" services including cleaning, security, grounds maintenance and waste management and provide support to the site in relation to stores, general services and forklift duties.
- Participate in after-hours “on call” roster and emergency response requirements for the sites in the local region or those as nominated from time to time;
- In collaboration with the CBIS Coordinator - Facilities and/or State Manager, contribute to the development of facility operational and maintenance plans and budgets, supervision of 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 facilities operational 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.
- Primary Fleet vehicle contact.
- Other duties as directed



Selection criteria

Essential

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

1. 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.
2. Knowledge 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.
3. Good interpersonal skills and a sense of customer service with a diverse group of stakeholders.
4. Experience with relevant computer software comprising Microsoft, Word, Excel and Outlook.
5. Possess and maintain a current driver's license.

Desirable Criteria:

1. Trade Certificate or previous experience in Facilities Management.

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:** 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:** Recognises 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.

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 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
People first	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"> • Respectful • Caring • Inclusive
Further together	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"> • Accountable • Authentic • Courageous
Making it real	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"> • Partnering • Cooperative • Humble

	convention. We celebrate successes and failures and leverage them to learn as we strive to be the force for positive change.	
Trusted	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"> • Curious • Adaptive • Entrepreneurial

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.