



Position Details

Administrative Services- CSOF3

THE FOLLOWING INFORMATION IS FOR APPLICANTS	
Advertised Job Title	Facilities Officer
Job Reference	101671
Tenure	18 Month Term, Full-time
Salary Range	AU \$73,567 - \$93,630 plus up to 15.4% superannuation
Location(s)	CSIRO Site Pullenvale Qld
Relocation Assistance	Will not be provided to the successful candidate if required
Applications are open to	Australian/New Zealand Citizens and Australian Permanent Residents
Position reports to the	CBIS Coordinator – Facilities
Client Focus – Internal	80%
Client Focus – External	20%
Number of Direct Reports	0
Enquire about this job	Kristi-Ann Fenech via email at Kristi-Ann.Fenech@csiro.au or phone +61 0414913257
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 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](#).

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](#).

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 59 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 role is one of general assistance in the delivery of facilities management services at the site. The role provides logistical, administrative and coordination services to support the effective provision of facility management related activities across a broad range of CSIRO operational functions including soft services functions such as cleaning, security, waste and grounds supervision, fleet and facility maintenance functions such as contractor management, inductions and supervision, work order management, invoice payment and financial assistance to the FM group. To be successful at this role, good organisational, communication, prioritisation and planning skills are pivotal.

The Facilities Officer is responsible for undertaking the day-to-day facilities tasks on the Pullenvale site or sites they are assigned to support.

The role will induct, monitor (and report 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 requires the incumbent to maintain a good level of site facilities and operations knowledge. 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 may also be required to work at other sites within the State from time to time as directed.

Duties and Key Result Areas

- Respond courteously and efficiently to client requests, maintaining clear communication regarding mutual expectations and monitoring client satisfaction.
- Undertake a broad range of property-related activities to a high standard, in support of the CBIS site, state or regional team. This will include interaction with facilities management systems at an experienced user level as may be required for the efficient operation of the region.

- 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.
- In conjunction with the Facilities Manager, monitor the daily facilities services works undertaken by CBIS 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 and insurances from contractors as required.
 - Undertaking site inductions and ensuring licences and qualifications for contractors are current and adequate for the job being performed.
 - Ensuring contractor compliance with issued permits.
 - Checking site attendance and departure of contractors, along with any access supplied.
- In consultation with the Facilities Manager, act as a conduit between staff and contractors, utilising facilities knowledge to optimise contractor works.
- Assist the Facilities Manager in scoping works for contractors.
- Develop and maintain a good working knowledge of the site, its equipment, and the current maintenance needs. Raise works orders as necessary.
- Actively participate in the Facilities Condition Audit Program, Compliance Audits 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 site specific information and issues such as services shut down, testing arrangements, etc.
- 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 general services.
- If required 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.
- Work with Facility Managers and administrative staff to ensure that legislative compliance works are completed, and records kept ensuring that our existing facilities are maintained appropriately.
- Work with FMs and administrative staff to ensure that contractor management records are up to date and saved in compliance with record-keeping codes and in other systems as required (currently DoneSafe).
- Ensure all relevant financial documentation is supplied and recorded correctly (eg. Tax Invoices), financial coding is correct and that procurements are in line with CSIRO procurement policy.
- Assist in the security of the site, including management, maintenance and issue of keys; access cards; and related contractor registers.
- 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.
- Other duties as directed.

Selection Criteria

Essential

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

1. Strong organisational skills, being able to prioritise workloads, ability to take initiative and ensure objectives are met within relevant timeframes.
2. Proven ability to identify areas for improvement, consider feasible solutions and implement changes once proposals have been reviewed and approved by relevant leaders.
3. Excellent interpersonal skills, having a proven record of working well in a team environment, a sense of customer service with a diverse group of stakeholders, and being able to share relevant and useful information.
4. Sound keyboard skills, knowledge of Microsoft Office applications and the ability to become familiar with the use of facilities management specific software and systems.

Desirable

1. Demonstrated experience working in facilities management and/or logistics environment.
2. Demonstrated capability to supervise contractors and ensure contract and statutory compliance (if applicable).
3. Knowledge or experience in the operation of Facilities based management systems that may include job logging, financial and building operations style platforms.

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.

Special 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.

About CSIRO

We solve the greatest challenges through innovative science and technology. Visit [CSIRO Online](#) for more information.

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