# Position Details

## Administrative Services- CSOF3

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| The following information is for applicants |
| Advertised Job Title | Facilities Officer |
| Job Reference | 99196 |
| Tenure | Full-Time - Specified term of Six Months |
| Salary Range | AU$73,567 - AU$93,630 per annum plus, up to 15.4% superannuation |
| Location(s) | Tasmania- Hobart Region |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian/New Zealand Citizens and Australian Permanent Residents |
| Position reports to the | Tasmanian Facilities Coordinator |
| Client Focus – Internal | 70% |
| Client Focus – External | 30% |
| Number of Direct Reports | 0 |
| Enquire about this job | Jan Bennett- email jan.bennett@csiro.au- Ph 0400837378 |
| 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](https://www.csiro.au/en/about/Indigenous-engagement/Reconciliation-Action-Plan).

**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](https://www.csiro.au/en/about/policies/child-safe-policy).

### Role Overview

The Facilities Officer 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, rostered duty as an afterhours on-call officer, 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 the site.

Working as part of the Tasmanian team, the role delivers high quality services and contributes to the establishment and refinement of effective strategies. The Facilities Officer 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 assisting with continuous improvements in workflow systems and processes and asset management, including effective asset monitoring, maintenance scheduling and reporting.

### Duties and Key Result Areas

* Support to the coordination of delivery of Project and Facilities Management functions, requiring well developed stakeholder engagement and writing skills, plus the ability to work well in a team setting.
* Supervise and on-board contractors for 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. This includes the conduct of inductions and safety administration as required.
* The use of IT systems including Corrigo Work Order Management, Gallagher Access Control, MS Office and standalone platforms such as Risk/Hazard reporting software and Building Management Systems
* Operate security and access systems to maintain effective site security and oversee provision of security, access-control cards and key issuing for staff and tenants in compliance with privacy requirements.
* Identify and advise of emerging risks (including regulatory and compliance issues) and threats in delivering asset management and the safe storage of hazardous materials. This will include the management of Pressure Vessel registrations through Comcare and regular site safety inspections with CBIS and HSE staff.
* Perform tasks related to visitor management, site security, fleet vehicle support and assist CBIS site administrative staff. This role will include responsibilities for fleet operations as a Site Fleet Contact officer, including ensuring vehicles are serviced, cleaned and assisting with fleet administration duties.
* Work collaboratively as part of a multi-disciplinary Tasmanian team to carry out tasks in support of CSIRO scientific objectives.
* Liaise 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.
* 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 others.
* Participate in an after-hours ‘on call’ roster and emergency response requirements for the sites in the respective area. This attracts additional allowances and overtime where applicable.
* Operating a Forklift Truck for the unloading/ loading and moving of site inventory.
* Adhere to the spirit and practice of CSIRO’s Values, Code of Conduct, Health, Safety and Environment procedures and policy and diversity initiatives.
* 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 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 multiple sites.
4. Some knowledge of procurement processes, such as the ability to obtain quotes for goods and services or assisting with this process.
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. Current motor vehicle license
9. A forklift licence or the ability to obtain
10. Ability to travel, including interstate.

## **Desirable**

1. The ability to use software including Corrigo, SAP, Building Management Software, 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:** 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

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.

Include if relevant:

* 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](http://www.csiro.au/) 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