



Position Details

Administrative Services- CSOF5

THE FOLLOWING INFORMATION IS FOR APPLICANTS

Advertised Job Title	Coordinator Maintenance Contracts and Governance
Job Reference	99467
Tenure	Indefinite, Full-time
Salary Range	AU\$114,219 to AU\$123,605 + up to 15.4% superannuation
Location(s)	Negotiable
Relocation Assistance	Not required
Applications are open to	Australian Citizens
Position reports to the	Manager Contracts Administration
Client Focus – Internal	80%
Client Focus – External	20%
Number of Direct Reports	1
Enquire about this job	Kirsty Tydeman via email at kirsty.tydeman@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 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:

Administrative staff in CSIRO provides administrative and management services to support the effective provision of research and development activities. This involves the development and implementation and/or administration of policies, systems and procedures that assist the organisation and the business units to achieve their objectives and meet Government and regulatory responsibilities.

CSIRO has a complex property portfolio of owned and leased facilities that comprises over 1,000 buildings spread across 48 locations within Australia and in three countries overseas. The 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 Coordinator, Maintenance Contracts and Governance plays a key role in ensuring a safe, well-maintained, and compliant built environment for CBIS staff and clients. This role supports optimal asset performance and value for money by overseeing contract governance, compliance, and performance management in facility operations.

Working closely with Facility Operations teams, the position develops materials and delivers education to enhance contract management effectiveness. It assists in identifying building services, equipment maintenance, and compliance requirements while contributing to the design of preventative maintenance strategies and contracts to address these needs.

A critical part of this role involves facilitating key aspects of contract governance, ensuring alignment with compliance, asset management, financial, sustainability, and performance objectives. The coordinator also assists in developing performance KPIs for operations and maintenance, embedding them into procurement processes to enhance service delivery during construction and refurbishment projects.

The role contributes to contract and contractor management through compliance auditing and performance monitoring, ensuring that preventative maintenance activities meet regulatory and contractual obligations while mitigating risks. Additionally, it supports the Manager, Contracts Administrator in refining systems, processes, and procedures to improve contract management and compliance auditing across the organisation.

Beyond operational responsibilities, the position provides strategic input into asset management strategies, challenging existing processes and driving continuous improvements in asset monitoring, maintenance scheduling, and reporting.

Duties and Key Result Areas:

- Collaborate with the CBIS Manager Contracts Administrator in developing systems, processes and procedures and continually improving contract management and compliance auditing across the nation.
- Under limited direction ensure procurement and contract registers and contractor audit databases are up to date as well as other tools, templates and processes as necessary to effectively manage the full lifecycle of all maintenance contracts.

- Actively monitor the financial performance of contract activities, enabling accurate reports of contract expenditure.
- Contribute to the management of contractor governance, KPIs and Service Level Agreements including participating in contract governance meetings as per established contract agreements and CBIS policies and procedures while contributing to the continuous improvement of contractor management processes.
- Identify opportunities to enhance procurement efficiency and compliance.
- Monitor contracts for adherence to performance, financial, and regulatory requirements.
- Actively collaborate with SAMS team and Operations teams for the purpose of populating and maintaining the Asset Data in the Asset Management database.
- Govern the facility and project contracts to ensure that Contractors meet their obligations to provide accurate and timely data uploads into CSIRO's asset management system.
- Lead and manage maintenance contracts legislative and policy obligations for contract record keeping including all contract registers and documentation.
- Lead and manage the accurate and timely financial tracking of contract values and compliance reporting of contracts and contract values to Strategic Procurement and Finance.
- Under limited direction lead, advise and influence procurement and contracting processes for Request for Quote and Panel Procurements in accordance with the Commonwealth Procurement Rules and CSIRO Policy, and actively assist and contribute to Request for Tender processes.
- Actively monitor and promote opportunities and initiatives to meet CSIRO's sustainability targets through contracts governance processes.
- Participate in the advisement and education of CBIS Operations team members, and contractors to effectively implement contract management techniques.
- Actively manage risk by implementing and continually improving the contractor risk management system including conducting risk assessments and ensuring mitigation action is taken while regularly monitoring contract outcomes, compliance and KPIs.
- Contribute to the development and implementation of a contractor audit program.
- Implement and continually improve the auditing processes and procedures to ensure consistent check of contractor works, performance and compliance.
- Leverage and influence internal and external stakeholder relationships to engage stakeholders in their respective contract lifecycle management responsibilities and compliance management by way of effective communication, education, negotiation and issues management.
- Identify opportunities to enhance procurement efficiency and compliance.
- Assist with procurement planning and contract negotiation, ensuring compliance with probity and ethical standards.
- Conduct compliance audits and risk assessments to identify potential contract risks.
- Implement strategies to mitigate procurement and contract-related risks.
- Coordinate the review of the risk management framework, policies and timely updates of the risk management register.

- Establish and maintain effective relationships with internal and external stakeholders, including landlords, tenants, and service providers, ensuring clear communication, collaboration, and issue resolution to support operational and compliance objectives.
- Participate in the management of compliance requirements for CBIS including implementation of regulatory requirements, policy directives and standards in contracts as well as providing advice to relevant internal stakeholders on responsibilities.
- Provide timely, responsive customer service throughout all communications with relevant contractors CBIS team members, supervisors, managers, customers and contractors while effectively providing consultative support to achieve collaborative results to drive value for money and economies of scale.
- Liaise with clients to determine their needs, tailoring solutions to potentially conflicting requirements, taking personal responsibility for client satisfaction, and correcting problems promptly and in a constructive manner.
- 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.
- 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 research 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 procedures and policy, Diversity initiatives and Making Safety Personal goals.
- Other duties as required.

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:** Sets up and maintains effective and efficient work teams and manages performance and resources, to achieve objectives. Chooses appropriate management strategies and communication styles to maintain high levels of motivation and productivity. Gives feedback for development purposes and provides support and direction for improvement.
- **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:** Plans, sets and works to meet challenging standards and goals for self and/or others. Recognises where endeavours will make the most impact or difference, decides on desired outcome and sets realistic goals to reach this target.

- **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.

Selection Criteria

Essential

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

1. Building, Facilities Management, Trade or Commerce related qualification and/or relevant work experience in the delivery of facility management, financial management, asset management and contract management.
2. Experience and ability in governing contract management processes for multiple complex maintenance contracts in a diverse property portfolio context across all States and Territories.
3. Working knowledge of Commonwealth Procurement Rules and 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. Experience in public sector procurement or government contract management.
5. Knowledge of e-procurement systems and contract management software.?
6. Demonstrated ability to work under general direction, accept responsibility and be accountable for procurement and contracting activities to ensure effective delivery of hard and soft services in accordance with relevant time, cost, quality, statutory and user satisfaction requirements.
7. Work experience in contract management, in an asset maintenance context across multiple facilities or similar field in services procurement contract management.
8. 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 Health Safety and Environmental (HSE) requirements that may be applicable to personnel operations and safety and security at CSIRO's research facilities.
9. Ability to interpret relevant Commonwealth and State/Federal legislation.
10. 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.
11. Ability to exercise judgement to problem solve by reference to established processes, procedures, precedents and instructions.
12. Well-developed organisational and time management skills
13. Proven interpersonal abilities with highly developed customer service skills, with strong negotiation, conflict management, and communication abilities (written and Oral).
14. Demonstratable competency in building and maintaining productive relationships with internal and external stakeholders, including landlords, tenants, and service providers

Desirable:

1. High level proficiency with Microsoft Office suite and Adobe Pro DC.
2. Certificate IV in procurement and contracting for a public officer.

Special Requirements

Appointment to this role may be subject to conditions including provision of a national police check as well as other security/medical/character clearance requirements.

- The successful candidate will be asked to obtain and provide evidence of a National Police Check or equivalent. Please note that people with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.
- The successful candidate may be required to obtain and maintain a security clearance at the NV1.

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