

# Position Details

## Technical Services- CSOF4

### THE FOLLOWING INFORMATION IS FOR APPLICANTS

<b>Advertised Job Title</b>	CBIS Coordinator – Facilities and Technical Services
<b>Job Reference</b>	99479
<b>Tenure</b>	Indefinite
<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)</b>	Kensington, WA
<b>Relocation Assistance</b>	Will be provided to the successful candidate if required
<b>Applications are open to</b>	Australian/New Zealand Citizens and Australian Permanent Residents
<b>Position reports to the</b>	CBIS Manager, Technical Services
<b>Client Focus – Internal</b>	60%
<b>Client Focus – External</b>	40%
<b>Number of Direct Reports</b>	0
<b>Enquire about this job</b>	Contact Jeff Arbon via email at <a href="mailto:Jeff.Arbon@csiro.au">Jeff.Arbon@csiro.au</a>
<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>

### 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

The role of the CSIRO Business and Infrastructure Services (CBIS) Coordinator will involve the day-to-day coordination of multiple services contracts across CSIRO's WA sites including highly specialised research facilities such as laboratories, computing facilities and processing areas. The role will oversee delivery of 'hard' services relating to building maintenance and 'soft' services relating to cleaning, waste management, security and grounds.

Specifically, the CBIS Coordinator will be responsible for the on-site supervision of contractors ensuring that the service delivery is in accordance with contract conditions and aligns to service level agreements.

Under the direction of, and in close collaboration with the CBIS Coordinator, Technical Services, the successful candidate will be required to provide technical support in the delivery of repairs and maintenance

as well as capital projects. This role will focus on Contractor Management responsibilities and ensuring a safe working environment.

**The role will involve out-of-hours and call-out responsibilities and require the physical ability to be able to access all sites in the region.**

### **Duties and Key Result Areas**

- 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.
- 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 coordination 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. Prepare timely, contract-related performance insights and reports to ensure effective oversight and decision-making.
- 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 enquires 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 Manager, Technical Services and 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 research and support facilities



2. Experience and ability in the development and coordination of timely procurement and delivery of reliable, cost-effective building 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.

#### Desirable:

1. General leadership or management qualifications or experience.
2. Experience and ability to use relevant software products including Microsoft Outlook, Excel, Word, Visio, AutoCAD and SAP
3. Registration with a professional body, such as the Facilities Managers Association or the Property Council of Australia.
4. Experience and sound working knowledge of Building Management Systems (BMS), access control systems and computer-based maintenance management systems.

#### 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.

## 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.

## 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