# Position Details

## Technical Services- CSOF4

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| The following information is for applicants |
| Advertised Job Title | Facilities Coordinator - CSIRO Business and Infrastructure Services (CBIS) |
| Job Reference | 71961 |
| Tenure | Indefinite |
| Salary Range | AU$83k - AU$94k per annum, plus up to 15.4% superannuation |
| Location(s) | Adelaide, South Australia  |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian Citizens and PR, and NZ Citizens who usually reside in Australia |
| Position reports to the | SA State Manager – CBIS or Facilities Coordinator – CBIS (CSOF5) |
| Client Focus – Internal | 50% |
| Client Focus – External | 50% |
| Number of Direct Reports | 0 |
| Enquire about this job | Mark Britton via email at Mark.Britton@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. |

### Role Overview

The Facilities Coordinator 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 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 broader CBIS Regional team, the role delivers high quality services and contributes to the establishment and refinement of effective strategies. The Facilities Coordinator - CBIS 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 ensuring continuous improvements in workflow systems and processes and asset management, including effective asset monitoring, maintenance scheduling and reporting.

### Duties and Key Result Areas

* Liaise with clients to anticipate their needs, ensuring the relevance of the activity and achievement of team objectives.
* Take personal responsibility for client satisfaction, correcting any issues promptly and constructively.
* Under general direction provide a discrete support service and participate in the planning of group activities, across a Business Unit or group of functions for a single site.
* Show initiative in interpreting policies and procedures, using sound judgement when dealing with ambiguity.
* Using discipline expertise, develop and review policies, procedures, systems and make recommendations to guide management decisions.
* Deliver training on procedural issues or systems developments to clients and team members.
* Establish networks with other professionals in your field to ensure that the services provided continue to add value.
* Using the CBIS works order management and invoicing system, coordinate the services to receive, process, assess, manage and monitor all job requests 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, including effective works co-ordination 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.
* Provide regular feedback to management and the CBIS Manager Contracts, Compliance, Lease and Licence by way of timely information provision (service dockets) and reporting.
* Monitor compliance with:
	+ Legislative and other governing authority requirements;
	+ CSIRO procedures including Finance, Procurement, Health Safety & Environment (HSE), specifically, contractor security clearances, inductions and similar activities that may have an impact on site and personnel operations, safety and the environment. This will involve access to personal and commercially sensitive 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 relevant data.
* Provide and apply technical advice and operational expertise on 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.
* Identify and advise of emerging risks (including regulatory and compliance issues) and threats in delivering asset management and the safe storage of hazardous materials.
* 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. This will involve access to personal or commercially sensitive information.
* 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 an after-hours ‘on call’ roster and emergency response requirements for the sites in the respective area.
* In collaboration with the Facilities Coordinator - CBIS (CSOF5/6) and/or State Manager, contribute to the development of facility operational and maintenance plans and budgets, coordinate the activities, monitor cash flows and report on 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, regionally dispersed team to carry out tasks in support of CSIRO 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. Relevant work experience in the delivery of facility management services, for a diverse range of complex and highly serviced research and 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 several sites.
4. Sound knowledge 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.
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.

## **Desirable**

1. Experience and ability to use a range of software products, including email, spreadsheeting, word processing, and SAP.

## **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

The successful candidate will be asked to obtain and provide evidence of a National Police Clearance or equivalent. Please note that individuals with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.

The successful candidate must be able and willing to participate in an after-hours ‘on call’ roster as well as emergency response requirements for the sites in the respective area.

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CSIRO is a values-based organisation.  In your application and at interview you will need to demonstrate behaviours aligned to our values of:

1. People First
2. Further Together
3. Making it Real
4. Trusted