# Position Details

## Technical Services- CSOF4

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| The following information is for applicants | |
| Advertised Job Title | CSIRO Business and Infrastructure Services Coordinator - Facilities |
| Job Reference | 74141 |
| Tenure | Indefinite (Full-time) |
| Salary Range | AU$85,361 to AU$96,573 pa + up to 15.4% superannuation |
| Location(s) | Kensington (Perth), WA |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian Citizens Only |
| Position reports to the | CSIRO Business and Infrastructure Services Facility Manager |
| Client Focus – Internal | 70% |
| Client Focus – External | 30% |
| Number of Direct Reports | 2 |
| Enquire about this job | Contact Michael Nicholas via email at: [Michael.Nicholas@csiro.au](mailto:Michael.Nicholas@csiro.au) or phone: 08 6436 8615 |
| 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](mailto:careers.online@csiro.au) or call 1300 984 220. |

### Role Overview

The CSIRO Business and Infrastructure Services (CBIS) Coordinator - Facilities is responsible for the smooth operation of site property and buildings and support services within their area of responsibility. The role typically assists a small team that delivers services that may include: Receipt and dispatch including some level of stores facility; reception and administrative duties; fleet site based management; site security and access control and work flow coordination services required to process, allocate and monitor the facilities management related work for the site and area under their control.

Working as part of the broader CBIS Regional team, the role delivers high quality services and contributes to continuous improvement of workflow systems and processes. The CBIS Coordinator – Facilities, coordinates the delivery of the facilities maintenance services, both hard and soft, and daily operational activities including the provision of efficient corrective maintenance works and preventative maintenance activities.

### Duties and Key Result Areas:

* 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.
* Use technical expertise to lead a range of support activities/ functions, with independence of action within own function, achieving results through the use and allocation of available resources, within constraints laid down by managers. (Including responsibility for results)
* Provide leadership and supervision to administration staff and take responsibility for the performance management and career development of the individuals.
* Influence the decisions of managers by recognising the need for change and initiating innovative solutions/proposals; and liaise with and influence related professions to develop practices which support the Business Unit.
* Coordinate 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.
* Facilitate the effective flow of timely and accurate information to and between internal customers, CBIS personnel within their state and contractors.
* Ensure compliance with:
  + Legislative, OGTR and other governing authority requirements by way of coordination of relevant and timely inspection, corrective actions and certification;
  + 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 the updating of the MPlan data.
* Provide and apply operational expertise in regard to: Building 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, analyse and report 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.
* Plan, coordinate 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 Manager, monitor cash flows and report on the site maintenance activities.
* Other duties as directed.

## **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:** Recognise 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.

## **Selection Criteria**

#### Essential:

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

1. Relevant diploma/degree or trade and relevant work experience in the delivery of Building Maintenance and/or 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. 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.
3. Demonstrated knowledge, experience and ability in the coordination of timely procurement and delivery of reliable, cost effective FM services, including arranging internal or external service providers, relevant approvals, preparation and coordination of technical specifications for tender documents as required, tender and formal quotation procedures and supervision.
4. Demonstrated ability to work independently, accept responsibility and direction, 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 providing support to a complex property portfolio comprising of several sites and a diverse cross section of business requirements.

## **Desirable:**

1. Experience and sound working knowledge of technical systems and functionality, including identifying and implementing best practice solutions.
2. Experience and ability to use relevant software products including Microsoft Outlook, Excel, Word, and SAP.
3. Experience in working with technical facilities with critical operations and high reliability requirements such as large-scale Data Centres.

Special Requirements

Appointment to this role will be subject to the following conditions:

* The successful candidate may 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 must be able and willing to participate in an after-hours “on call” roster and emergency response requirements for the sites in their respective area.
* The successful candidate will also need to hold a ‘C’ Class Driver’s License.

## **About CSIRO:**

We solve the greatest challenges through innovative science and technology. To find out more visit us [online](http://www.csiro.au/)! CSIRO is a values-based organisation. We expect our employees to demonstrate behaviours aligned to our values of:

• People First

• Further Together

• Making it Real

• Trusted