# Position Details

## Technical Services – CSOF4

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| The following information is for applicants | |
| Advertised Job Title | Technical Services Officer – Building Energy Efficiency |
| Job Reference | 77062 |
| Tenure | Specified Term of 3 years  Full-time |
| Salary Range | AU$85,361 to AU$96,573 pa (pro-rata for part-time) + up to 15.4% superannuation |
| Location(s) | Clayton VIC |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian/New Zealand Citizens and Australian Permanent Residents Only |
| Position reports to the | Team Leader, Software and PMO |
| Client Focus – Internal | 75% |
| Client Focus – External | 25% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Anthony Wright via email at [anthony.wright@csiro.au](mailto:anthony.wright@csiro.au) or phone +61 412 812 708 |
| 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 role of Technical Staff in CSIRO is to provide support for scientific research in a diverse range of laboratory and field situations across a range of different research projects. This support consists of the application of accepted technical practices and the development of new practices. The work is usually carried out as a member of a centralised service.

CSIRO’s ‘Building Simulation, Assessment and Communications’ Group develops and supports software used to demonstrate compliance with Construction Code standards under the Nationwide House Energy Rating Scheme. In this capacity CSIRO supports more than 600 energy raters and over $50 billion in construction activity per year.

The Technical Services Officer role supports CSIRO’s communications by training and supporting real estate agents, communicating with energy raters, government and the building industry, and by supporting senior research and project staff to deliver energy efficiency advice and tools.

### Duties and Key Result Areas:

#### Specific

* Run the Liveability Real Estate program including customer liaison, contract management, maintaining and updating CSIRO project intellectual property and business development activities.
* Manage membership fees, royalties and affiliate fees, and other project costs and budgets for the Liveability Real Estate program.
* Assist with the planning and running of CSIRO’s biennial Australian Residential Energy Rating Conference.
* Prepare, copywrite, edit and publish CSIRO’s bi-annual Energy Rating News newsletter.
* Plan, program and support up to 6 webinars per year.
* Provide additional support work for senior scientists and project staff as required.

#### General

* Liaise with clients to determine their needs and take personal responsibility for their satisfaction, and correct problems promptly and in a constructive manner.
* Under general direction, manage a service supporting a large number of users (250+ real estate agents), undertake a wide variety of tasks that have a moderate degree of technical difficulty, document procedures and train customers in systems and processes.
* Participate in the planning of projects and accept responsibility for carrying out major parts of the project, including data analysis, and typically make significant contributions to the interpretation and communication of results.
* Be able to proactively negotiate with external bodies.
* Develop original techniques or processes, especially when encountering new problems where methods are not defined, and initiative is required in seeking new approaches to improve the service provided and meet client needs.
* 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 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 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 trade certificate/diploma/bachelor’s degree or equivalent relevant work experience in Real Estate, residential energy efficiency, energy rating, training provision and/or event planning.
2. Knowledge and understanding of the field of residential energy efficiency.
3. Experience managing a membership program or organisation, particularly in the real estate or property sector including:
   1. Managing member enquiries
   2. Assisting with the use of online systems and processes
   3. Identifying process improvements and implementing change processes
4. Experience interpreting technical information for public communication.
5. Experience in the delivery of online webinars for large audiences (300-500)

## **Desirable:**

1. Understanding of Australia’s residential energy efficiency codes, regulations and voluntary standards.
2. Experience working in an Australian Government organisation.

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.

## **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. 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

Find out more about CSIRO [Energy](https://www.csiro.au/en/Research/EF)