# Position Details

## Administrative Services- CSOF6

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| The following information is for applicants | |
| Advertised Job Title | Business Development Manager – CSIRO Services |
| Job Reference | 72258 |
| Tenure | Specified term of 3 years |
| Salary Range | AU$113,338k to AU$132,811 pa + up to 15.4% superannuation |
| Location(s) | Location negotiable - Brisbane, Sydney, Canberra, Melbourne preferred |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian/New Zealand Citizens and Australian Permanent Residents or Temporary Residents with full working rights only |
| Position reports to the | Director, Business Development and Global (BD&G), Services |
| Client Focus – Internal | 20% |
| Client Focus – External | 80% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Daniel Rowe via email at [Daniel.Rowe@csiro.au](mailto:Daniel.Rowe@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](mailto:careers.online@csiro.au) or call 1300 984 220. |

### About CSIRO Services

CSIRO Services plays an important role connecting society, communities, Government and industries to science. Through the Business Unit’s strategy and five current businesses, Services aims to improve innovation performance, boost collaboration and help solve some of the most pressing problems for Australia – including increasing SME and R&D engagement, boosting the STEM pipeline, improving product safety, providing access to accurate information and helping stakeholders in understanding strategic opportunities and tackling future challenges.

The Services Business Unit was created to provide an environment where market-facing, financially sustainable service offerings could be operated on a commercial basis. The BU leads CSIRO’s SME Collaboration Nation Mission and operates five diverse businesses, engaging with well over 1000 customers per year from large corporates and Government partners, to education providers and SMEs. Services customers include many well-known Australian companies, State and Federal Governments, education providers, start-ups and SMEs. The BU has signed some of the largest contracts in CSIRO in recent years.

CSIRO Services’ five businesses include:

* **Education and Outreach** which engages with large corporates, philanthropists, education providers, teachers and students, and indigenous communities to develop and deliver a range of STEM programs.
* **Infrastructure Technologies** which provides a range of fire and material testing and certifications services for large and small manufacturers, user groups and Government clients.
* **Publishing** which operates a not for profit book, journal and magazine publishing business to engage with a range of audiences from children to academics
* **Futures** which is CSIRO’s strategic advisory arm and a provider of strategic analysis including roadmap development for Government, industry and other stakeholder groups
* **SME Connect –** which connects Australian small to medium sized businesses with Australia's research sector, facilitating and enabling innovation-driven partnerships through funding, support and resources.

### Role Overview

CSIRO Services requires an adaptable and flexible Business Development Manager who can work independently across its five diverse businesses as priorities and needs require.

The role of Business Development (BD) Managers in CSIRO is to support and enable the effective delivery of science and innovation through external engagement, including market validation, managing the customer engagement process, opportunity development and pipeline build, business model development, delivering strategic partnership outcomes, initiating and closing deals.

The role will require strategic, transactional and administrative responsibilities and a wide range of BD skills from cold-calling to strategic advice, stakeholder management, risk analysis, and the evaluation of new business opportunities. The role works closely with Services Business Leads and legal, contracts, finance and other support functions.

This role will support Services’ significant forward agenda which includes:

* Major initiatives across the five existing Services businesses
* Supporting a number of proactive, market-facing business model shifts
* Assisting SME engagement and strategy

The role will require building and monitoring a portfolio of external relationships (including large corporates, SMEs, Philanthropic and Government Agencies) as well as opportunity pipelines across the five Services businesses. The BD Manager facilitates close collaboration with customers and internal stakeholders to identify, develop and close strategic business opportunities in line with CSIRO strategy.

Adaptability and the ability to rapidly build rapport, switch focus from one business to another and one type and level of BD support to another - depending on need - will be crucial to this role, as will independence and an ability to work collaboratively with Services’ businesses and support teams.

### Duties and Key Result Areas:

* Evaluate business opportunities and provide advice to identify opportunities, risks and strategic alignment to inform and support Business Unit decision-making.
* As part of the BD&G Team, support and develop a portfolio of commercial opportunities with new and existing clients and partners aligned to Services’ Business Unit strategy.
* Proactively create a portfolio of ‘trusted advisor’ relationships with strategic clients, partners, and key internal stakeholders to drive BD activities and achieve objectives.
* Develop and apply knowledge relevant to the areas of operation of Services businesses and a strong working knowledge in areas of responsibility, incorporating commercial BD principles, negotiation, markets, business and technology trends and relevant issues.
* Work collaboratively as part of a multi-disciplinary, often regionally dispersed team, and Business Unit to carry out tasks in support of CSIRO’s objectives.
* Lead negotiations with customers to close high-quality deals in collaboration with internal customers and support functions.
* Provide substantial input into the development of strategic business and commercial plans.
* 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.
* Maintain opportunity pipelines via CSIRO workflow systems to ensure accurate forecasting, visibility of opportunities and support closing deals across the Services BU.
* Apply knowledge of CSIRO strategies, policies, processes, systems and tools relevant to BD, including operational planning, commercial governance mechanisms and pipeline management, particularly with relevance to commercial activities (e.g. TPA, Copyright, Trademarks, Patents, licensing, FTO).
* Build networks and organisational understanding to support engagement with other areas of CSIRO regarding opportunities, customer interest and multidisciplinary potential
* 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:** Identifies critical stakeholders and influences them via an influential third party, for example through an established network, to gain support for sometimes contentious, proposals/ideas.
* **Resource Management/Leadership:** Provides leadership that fosters an environment that encourages new ideas and provides support for the development of emerging skills. Creates trust by displaying consistency, understanding, integrity and patience. Plans, seeks, allocates and monitors resources to achieve outcomes.
* **Judgement and Problem Solving:** Anticipates and manages problems in ambiguous situations. Develops and selects an appropriate course of action and provides for contingencies. Evaluates, interprets and integrates complex bodies of information and draws logical conclusions, synthesises proposals and defends options with reasoned arguments.
* **Independence:** Assesses the risk and opportunity of identified strategies, options and actions. Overcomes problems and setbacks in achieving goals. Invariably includes consideration of value-added future impact on bottom line when determining the optimal and efficient use of resources.
* **Adaptability:**Demonstrates flexibility in thinking and adapts to and manages the increasing rate of organisational change by adjusting strategies, goals and priorities.

## **Selection Criteria**

#### Essential

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

1. At least 5 years’ Business Development or Commercial experience and a relevant tertiary qualification in science, engineering or business (or other relevant area).
2. Demonstrated experience in identifying, establishing and building strategies and opportunities in order to support organisational objectives and meet current and future revenue goals.
3. Demonstrated ability to manage customer relationships and achieve end-to-end and efficient conversion of a range of deals from simple matters to developing investible business cases and negotiating complex multi-stakeholder deals.
4. Demonstrated ability to proactively identify, build and develop a portfolio of strategic relationships relevant to organisational strategy, objectives and achieve impact.
5. Ability to engage with and influence multiple key stakeholders and operate within a complex and ambiguous environment to achieve organisational outcomes.
6. Demonstrated ability to develop collaborative working relationships with colleagues and customers across a wide range of disciplines, levels of seniority and geographies.
7. Demonstrated understanding of commercial BD principles, negotiation, markets, business and technology trends and issues relevant to CSIRO Services BU and its component businesses.
8. Demonstrated understanding of, and experience working with, opportunity pipeline and workflow systems and customer management tools to ensure accurate forecasting and visibility of opportunities.

#### Desirable

* Previous research sector experience
* Postgraduate qualifications relevant to innovation and/or strategy

Special Requirements

Appointment to these roles may be subject to conditions including provision of a national police and working with children check as well as other security/medical/character clearance requirements.

* The successful candidates will be asked to obtain and provide evidence of a National Police Check and working with children check or equivalent. Please note that people 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. 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