# Position Details

## Technical Services – CSOF6

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| The following information is for applicants | |
| Advertised Job Title | Research Support Manager |
| Job Reference | 87028 |
| Tenure | Specified Term of 36 months  Full-time (preferred); Part-time (min. 0.8 FTE) or job share arrangements can be considered if required. |
| Salary Range | AU$117,917 to AU$138,176 pa (pro-rata for part-time) + up to 15.4% superannuation |
| Location(s) | Werribee, VIC |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | * Australian or New Zealand Citizens * Australian Permanent Residents * Australian Temporary Residents, currently residing in Australia with a valid working visa to cover the length of the specified term (at least until September 2025), without the requirement of visa sponsorship from CSIRO |
| Position reports to the | Research Operations Manager |
| Client Focus – Internal | 90% |
| Client Focus – External | 10% |
| Number of Direct Reports | 5 |
| Enquire about this job | Contact Candice Sheldon via email at [candice.sheldon@csiro.au](mailto:candice.sheldon@csiro.au) or phone +61 2 6246 4943 |
| 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. |

### Acknowledgement of Country

### CSIRO acknowledges the Traditional Owners of the land, sea, and waters, of the area 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](https://www.csiro.au/en/about/Indigenous-engagement/Reconciliation-Action-Plan).

### Role Overview

The Research Support Manager is an important coordinating role providing operational support to CSIRO Agriculture and Food (A&F) research staff, and site improvement and development projects at multiple sites within the A&F Business Unit. The role is based at the Werribee Sneydes Road site and will also have responsibilities at other sites within the A&F business unit. The role partners with A&F leaders, CSIRO’s Business and Infrastructure Services (CBIS), the Health, Safety and Environment (HSE) team, CSIRO’s Information, Management and Technology (IMT) to plan and deliver a safe fit-for-purpose work environment for A&F staff.

The Werribee Sneydes Road site is A&F’s hub for food science and food manufacturing research. The site comprises:

* A food processing pilot plant supporting both scientific research and supporting the food industry and small and medium enterprises (SMEs).
* Food science laboratories, including food safety facilities.
* A “food innovation hub” multipurpose facility for engagement of researchers with industry and SMEs.

It is expected that the Research Support Manager will spend approximately:

* 70% of their time involved in activities supporting A&F at Werribee Sneydes Road.
* 30% of their time involved in management of operations activities at other sites, including some travel.

### Duties and Key Result Areas:

* Support the Werribee site and operation of the laboratories and food processing pilot plant, by
  + Partnering with CBIS, site leaders, A&F research staff and other stakeholders and providing leadership and project management to deliver A&F with required infrastructure, including office accommodation, food processing pilot plant and laboratories.
  + Managing specific projects to improve the functioning of the site, including new technologies and digital options.
  + Providing timely operational support, including partnering with CBIS and HSE to maintain facilities as safe and fit-for-purpose.
  + Liaising with CBIS to ensure required building repairs and maintenance (R&M) occurs, both through proactive identification of required activities and in response to research staff requests.
  + Liaising with CSIRO’s HSE team, site leaders and site staff to improve HSE outcomes for the site and foster a productive workplace culture with a strong focus on HSE, wellbeing and site vibrancy
  + Managing the operating budget for the pilot plant, including liaising with CSIRO’s finance team and ensuring appropriate and efficient use of resources and contributing to the development and implementation of an efficient operating and cost recovery model for the pilot plant
  + Fostering efficient, safe use and sharing of facilities on site by monitoring use of space and developing systems to manage storage.
  + Improving efficiency of servicing and R&M of shared scientific laboratory equipment (-80oC freezers, laminar flow hoods, centrifuges, balances) by coordinating this centrally.
* Provide leadership and project management support for a future National Food Innovation Hub within a broader Australian Food Innovation Centre within Melbourne.
* Provide operational support at other A&F sites, including managing a team of site support officers who provide administrative support across CSIRO sites.
* 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, team to carry out tasks in support of CSIRO scientific objectives. Model inclusive leadership behaviours and foster an inclusive and diverse work environment.
* 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. Relevant tertiary qualifications and/or equivalent relevant work experience in the agriculture, food or manufacturing sector.
2. Experience working with a research organisation.
3. Strong interpersonal skills and ability to establish and maintain effective professional relationships with internal and external stakeholders, including researchers, support services and external partner companies.
4. Demonstrated experience in project management and change management methodologies.
5. Demonstrated ability to manage, and work effectively as part of, a multi-disciplinary, regionally dispersed team, and carry out tasks autonomously in support of scientific research, including demonstrated ability and willingness to contribute novel ideas.
6. A demonstrated ability to work in fast paced work environment and ability to manage competing demands and pressure situations.

## **Desirable:**

1. Experience in the food industry.
2. Knowledge of a factory environment.
3. Experience in building design and construction projects, including familiarity with building engineering requirements.
4. Knowledge of industry digitalisation that supports factory of the future.
5. Knowledge of regulatory requirements in relation to food processing and Biosecurity (DAWR), ARPANSA, OGTR, SSBA in relation to laboratory activities.

Special Requirements

The successful candidate will 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.

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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

Find out more about CSIRO [Agriculture and Food](https://www.csiro.au/en/Research/AF)