# Position Details

## Administrative Services- CSOF4

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| The following information is for applicants |
| Advertised Job Title | CBIS Coordinator – Leasing and Facilities  |
| Job Reference | 81184 |
| Tenure | Specified Term of 12 months Full-time  |
| Salary Range | AU$87,068 to AU$98,504 pa (pro-rata for part-time) + up to 15.4% superannuation |
| Location(s) | 26 Dick Perry Avenue, Kensington, Perth Western Australia |
| Relocation Assistance | NA |
| Applications are open to | * Australian/New Zealand Citizens and Australian Permanent Residents Only
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| Position reports to the | CBIS State Manager WA |
| Client Focus – Internal | 30% |
| Client Focus – External | 70% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Jeff Arbon via email at jeff.arbon@csiro.au or phone +61 8 6436 8511 |
| 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

## At the Commonwealth Scientific and Industrial Research Organisation (CSIRO), we do the extraordinary every day. We innovate for tomorrow and help improve today - for our customers, all Australians and the world. We imagine. We collaborate. We innovate. Australia is founding its future on science and innovation. CSIRO is a powerhouse of ideas, technologies and skills for building prosperity, growth, health and sustainability. It serves governments, industries, business and communities across the nation. CSIRO is Australia's premier research body, delivering innovative science for the benefit of Australians.

## CSIRO has a complex property portfolio of owned and leased facilities that comprises over 1,000 buildings spread across 59 locations within Australia and in three countries overseas. These scientific research, (including National Research Infrastructure) and office/administration facilities are diverse in ownership, type of property, age and condition. The property portfolio is managed by CSIRO’s Business and Infrastructure Services unit (CBIS) which has offices in each state.

## Working as part of the broader CBIS Regional team, the role delivers high quality services and contributes to continuous improvement. The CBIS Coordinator – Leasing and Facilities is responsible for the smooth operation of third party tenancy agreements as well as providing contractor management support. The role typically delivers services that may include; preparation and negotiation of tenancy agreements, tenancy inspections, reconciliation of outgoings, enforcing occupancy policies and procedures, assisting in coordination of contractors for maintenance and supervising repairs, and preparation of reports by collecting and analysing data.

### Duties and Key Result Areas:

* Oversee management of a diverse range of tenancies.
* Liaise with tenants, facilities managers, and contractors to achieve team objectives, take personal responsibility for guaranteeing client satisfaction, and correct problems promptly and in a constructive manner.
* Preparation, negotiation and management of lease and license agreements ensuring terms are enforced accordingly.
* Ensure consistent compliance with legislation, relevant industry requirement, guidelines and best practice.
* Preparation of annual outgoing recoveries and supporting preparation of property budgets and associated reports.
* Regular inspection of areas being managed.
* Under general direction provide a discrete support service, and participate in the planning of group activities, across CBIS, frequently encountering ambiguity and showing initiative in interpreting policies and procedures.
* Establish networks with other professionals in your field to ensure that the service provided continues to add value to clients and team members.
* Using discipline expertise develop and review policies, procedures, systems and make recommendations to guide management decisions.
* Provide timely, responsive customer service throughout all communications with relevant tenants, contractors, supervisors, managers and customers.
* Support supervision of on-site contractor delivery through monitoring of contractor performance.
* Monitor compliance with 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.
* 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’s 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 certificate/diploma or equivalent relevant work experience in Property Management or Real Estate
2. Experience in the delivery of facility management services including “hard services” such as repairs, maintenance and minor works; and “soft services” including security, cleaning, waste management and grounds maintenance.
3. 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.
4. Sound ability to work closely with a diverse operational team of property professionals across several sites and proven experience in providing support to a complex property portfolio comprising of several sites and a diverse cross section of business requirements.
5. 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.
6. Experience and ability to use relevant software products including Microsoft Outlook, Excel, Word, Visio and SAP.

## **Desirable:**

1. General staff management qualifications.

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.

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