# Position Details

## Technical Services- CSOF4

|  |
| --- |
| The following information is for applicants |
| Advertised Job Title | Facilities Coordinator |
| Job Reference | 86204 |
| Tenure | Fixed term ending 22 December 2023 |
| Salary Range | AU$87,068 to AU$98,504 pa (pro-rata for part-time) + up to 15.4% superannuation |
| Location(s) | Darwin, NT  |
| 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 | Facilities Manager – CBIS SANTI, or State Manager – CBIS SANTI |
| Client Focus – Internal | 80% |
| Client Focus – External | 20% |
| Number of Direct Reports | 0 |
| Enquire about this job | Andrew Brokenshire via email: andrew.brokenshire@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 or call 1300 984 220. |

### Role Overview

The Facilities Coordinator for CSIRO Business and Infrastructure Services (CBIS) is responsible for the smooth operation of site property, buildings, and support services within their area of responsibility. The role typically delivers services including receipt & dispatch (potentially via a Stores facility), reception and administrative duties, fleet site-based management, site security and access control. Responsibilities also include workflow coordination services required to process, allocate and monitor the facilities management related activities for the site.

Working as part of the broader CBIS Regional team, the role delivers high quality services and contributes to the establishment and refinement of effective strategies. The Facilities Coordinator - CBIS coordinates the delivery of facilities maintenance services and daily operational activities, including the provision of efficient corrective and preventative maintenance work. The position holds responsibility for ensuring continuous improvements in workflow systems and processes and asset management, including effective asset monitoring, maintenance scheduling and reporting.

### Duties and Key Result Areas

This role will include support to Project Delivery and Facilities Management functions. It will require well developed stakeholder engagement and writing skills, plus the ability to work well in a team setting. Duties will include:

* Work collaboratively as part of a multi-disciplinary, regionally dispersed team to carry out tasks in support of CSIRO scientific objectives.
* Liaise with clients to provide timely, responsive customer service and effective communications to achieve a high level of client satisfaction, addressing issues promptly and constructively, using sound judgement when dealing with ambiguity.
* Communicate openly, effectively and respectfully with all staff, clients, suppliers and stakeholders to maintain positive, functional collaborative relationships which enhance CSIRO’s reputation and performance.
* Supervise on-site delivery of work related to facilities management including repairs, maintenance, new installations and provision of soft services (including cleaning, security, grounds maintenance and waste management) using the CBIS works order management system. Co-ordinate and monitor works at all stages through to completion to achieve a high standard of service and as specified in contract documents.
* Assist with the coordination and delivery of minor works and other projects, including the drafting of Business Cases, Stakeholder Engagement, Risk Management, Procurement and delivery of works.
* Operate security and access systems to maintain effective site security and oversee provision of security and access-control cards for staff and tenants in compliance with privacy requirements.
* Participate in the Facilities Condition Audit Program and reviews of site or region facilities and services, including assistance with updating data.
* Provide and implement technical advice and operational expertise on equipment functionality and possible design alternatives, asset condition status and expected service delivery life, seasonal demands, preventative asset maintenance programs, and replacement priority work schedules.
* Identify and advise of emerging risks (including regulatory and compliance issues) and threats in delivering asset management and the safe storage of hazardous materials.
* In collaboration with the Facilities Manager – CBIS SANTI or State Manager – CBIS SANTI, contribute to the development of facility operational and maintenance plans and budgets, coordinate the activities, monitor cash flows and report on site maintenance activities.
* Work with HSE advisors, Site Leaders and other stakeholders to implement safety, security, amenity and aesthetic improvements to site facilities. The role may require participation in workplace committees such as Site Management Committees, HSE Committee, User Groups and others.
* Tenant management, including provision of services as specified in tenancy agreements.
* Perform tasks related to visitor management, site security, fleet vehicle support and assist CBIS site administrative staff.
* The use of IT systems including Work Order Management, Access Control, MS Office and standalone platforms such as Risk/Hazard reporting software.
* Provide feedback and advice to management related to contracts, compliance, leases and licenses in a timely manner.
* Develop and review policies, procedures, systems and make recommendations to guide management decisions.
* Monitor compliance with:
	+ Legislative and other governing authority requirements.
	+ CSIRO procedures including Finance, Procurement, Health Safety & Environment (HSE) and privacy, including when processing contractor security clearances, inductions and similar activities. This will involve access to personal and commercially sensitive information.
* Participate in an after-hours ‘on call’ roster and emergency response requirements for the sites in the respective area.
* Adhere to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals.
* Other duties as directed.

## **Selection Criteria**

#### Essential

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

1. Relevant work experience in the delivery of facility management services, for a diverse range of complex and highly serviced research and support facilities.
2. Proven effective interpersonal abilities, including sound negotiation and communication skills and an ability to cultivate productive working relationships with all stakeholders.
3. The ability to work efficiently with a diverse operational team of property professionals across several sites.
4. Sound knowledge of procurement processes, including arranging internal or external service providers, approvals, preparation and coordination of technical specifications for tender documents, tender and formal quotation procedures.
5. Demonstrated ability to work under general direction, accept responsibility and take accountability for on-site service provision, including the coordination of trade and other services contractors to ensure delivery of hard and soft services.
6. Demonstrated knowledge/experience and appreciation of relevant procedures/protocols, compliance and statutory requirements associated with Federal, State and Local Government building and services codes, regulations and HSE requirements.
7. Proficient in the use of IT hardware including Computers, tablets and mobile phones and in the use of software including operating systems, web based and productivity applications (including email, calendar, word processing and spreadsheet).
8. Current motor vehicle license, and ability to travel, including interstate.

#### Desirable

1. The ability to use software including Corrigo, SAP, BMS, Security and Maintenance Management software or similar applications.

## **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:** Recognises 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.

Special Requirements

The successful candidate will be asked to obtain and provide evidence of a National Police Clearance or equivalent. Please note that individuals 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 as well as emergency response requirements for the sites in the respective area.

## **About CSIRO**

We solve the greatest challenges through innovative science and technology. Visit [CSIRO Online](http://www.csiro.au/) for more information.

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