# Position Details

## Administrative Services- CSOF5

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| The following information is for applicants | |
| Advertised Job Title | Program Manager, ON Innovation Programs  Program Manager, ON Innovation Partnerships  Program Manager, Innovation Hubs  Program Manager, Business Development & Global (BD&G) Operations |
| Job Reference |  |
| Tenure | Specified Term of 2 years  Full-time |
| Salary Range | CSOF5  AU$102,724 - AU$111,165 per annum (pro-rata for part-time)  plus up to 15.4% superannuation |
| Location(s) | Brisbane, Sydney, Melbourne, other locations considered |
| Relocation Assistance | Will not be provided |
| Applications are open to | Australian/New Zealand Citizens and Australian Permanent Residents |
| Position reports to the | Manager, Innovation & Engagement Services  Manager, Innovation Hubs  Manager, BD&G Operations |
| Client Focus – Internal | 50% (variable) |
| Client Focus – External | 50% (variable) |
| Number of Direct Reports | Different for each role. Zero for Innovation Hubs and BD&G Operations, up to four for ON Innovation Programs and ON Innovation Partnerships |
| Enquire about this job | For ON Innovation roles Contact Alisa Becker via email at [alisa.becker@csiro.au](mailto:alisa.becker@csiro.au)  For Innovation Hub role contact Tennille Eyre at [Tennille.Eyre@csiro.au](mailto:Tennille.Eyre@csiro.au)  For BD&G Operations role contact Nick Hollett at [Nick.Hollett@csiro.au](mailto:Nick.Hollett@csiro.au) |
| How to apply | Apply online at <https://jobs.csiro.au/>  Internal applicants please apply via **Jobs Central**  Please clearly state your location and any preference for individual roles in your cover letter  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 areas 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

## Administrative staff in CSIRO provides administrative and management services to support the effective provision of research and development activities. This involves the development and implementation and/or administration of policies, systems and procedures that assist the organisation and the business units to achieve their objectives and meet Government and regulatory responsibilities.

Multiple positions are being recruited within CSIRO Business Development & Global (BD&G).

#### Program Manager, Innovation Hubs

The Innovation Hubs team is part of CSIRO’s Business Development and Global unit. The team pivots in CSIRO innovation capabilities and assets, defining tailored organizational forms to foster research and innovation. The team leads the scoping of partnership models and services for State Innovation precincts, National and International initiatives to promote collaboration and deliver big impact. These include Innovation Hubs, Centres of Excellence, National Centres et al. gearing up for launch in Australia and scoping for additional Hubs across several States.

The Program Manager – Innovation Hubs is part of CSIRO’s Business Development and Global team and reports to the Manager, Innovation Hubs.

This role will be responsible for the strategic coordination of the Innovation Hubs portfolio activities, and will work in close collaboration with CSIRO colleagues, States Governments, and other members of the Australian innovation system, as well as diverse international partners if required. The Program Manager will lead the establishment of shared knowledge management systems across the portfolio and ecosystems and oversee a consistent approach to monitoring & evaluation. The successful candidate will support CSIRO in the delivery of the Innovation Hubs strategy, including grant/bid application support, reporting and performance measurement.

The successful candidate will design and deliver an approach to coordinate stakeholder engagement, supporting communications and dissemination activities. This role does not include direct line management responsibilities.

Location: Sydney preferably, alternatively Melbourne

#### Program Manager, ON Innovation Partnerships, Innovation & Engagement Services

The Innovation & Engagement Services Team manages [innovation programs and services](https://www.csiro.au/en/work-with-us/funding-programs/programs/Innovation-programs/ON-subscribe) that accelerate research to impact. We also run innovation programs to accelerate deep tech businesses in a range of thematic areas of interest to our partners.

The Program Manager – ON Innovation Partnerships is part of is part of CSIRO’s Business Development and Global team and reports to the Manager, Innovation & Engagement Services.

The role of Program Manager ON Innovation Partnerships is responsible for implementing CSIRO’s strategy for the Innovation Programs within their workstream and ensuring the programs meet their objectives within the allocated budgets. This role will take carriage of partnerships, including preparation and review of partnership prospectuses and proposals. This role has line-management responsibility for a small sub-team of individual project managers delivering programs within their workstream.

Location: Sydney, Melbourne, Brisbane, other locations considered

#### Program Manager, ON Innovation Programs, Innovation & Engagement Services

The Innovation & Engagement Services Team manages [innovation programs and services](https://www.csiro.au/en/work-with-us/funding-programs/programs/Innovation-programs/ON-subscribe) that accelerate research to impact. This includes the ON programs ON Prime and ON Accelerate which are targeted at supporting Australia’s universities and publicly funded research agencies.

The Program Manager – ON Innovation Programs is part of is part of CSIRO’s Business Development and Global team and reports to the Manager, Innovation & Engagement Services.

The role of Program Manager – ON Innovation Programs is responsible for implementing CSIRO’s strategy for the Innovation Programs within their workstream and ensuring the programs meet their objectives within the allocated budgets. This role will take carriage of programs focusing on research translation and commercialization, such as ON Prime and ON Accelerate. This role has line-management responsibility for a small sub-team of individual project managers delivering programs within their workstream.

Location: Sydney, Melbourne, Brisbane, other locations considered

#### Program Manager, BD&G Operations

The Business Development & Global Operations Team supports the development, implementation, and ongoing co-ordination of Research & Development support programs that will support organisational level benefit. These programs of work require careful planning and ongoing management to ensure adherence to government policy across the organisation.

The Program Manager – BD&G Operations is part of the CSIRO’s Business Development and Global team and reports to the Manager, BD&G Operations.

The role is responsible for the provision of active support in the implementation and ongoing co-ordination of a program of multiple new, and ongoing programs to ensure they successfully meet planned compliance outcomes. The successful candidate will work across the organisation in bringing together individual in specialist areas and will co-ordinate the active participation and delivery of work plans for specific work programs. The successful candidate will be a team player, who is willing and able to assist individual project teams (as required) to achieve successful project outcomes, at times working collaboratively utilising shared resources. This role will also work in close collaboration with other members of Business Development & Global Team to foster trusted relationships with key internal and external stakeholders (including offshore). This role does not include direct line management responsibilities.

Location: Sydney, Melbourne, Brisbane, Canberra other locations considered

### Duties and Key Result Areas

* Through excellent customer focus and building strong and effective internal networks, utilising a collaborative approach, be a point of contact within CSIRO for practices and processes delivered by the Program.
* Build strong and enduring relationships with relevant internal and external networks to identify best practice.
* Take the lead for building and managing multiple project plans for the Program to ensure that necessary deliverables are completed in accordance with project plans.
* Effectively controlling and managing issues, risks, dependencies and changes in scope while ensuring appropriate escalation management.
* Lead E2E procurement processes, including contract execution for key delivery partner engagements as required.
* Lead team budgeting, as well as tracking and monitoring financial projections.
* Act as the control point for documentation management and finances.
* Supporting leadership to develop culture and team management – uplifting/driving mechanisms to keep the team unified.
* Establish a program of meetings and communication mechanisms to share key project outcomes.
* Display a willingness to influence the decision of managers by recognising the need for change in initiating innovative solutions/proposals and liaise with and influence related professions to develop practices that support delivery of ON innovation programs.
* 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.

## **Selection Criteria**

#### Essential

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

1. 5+ years of experience in program or change management roles; ideally in a corporate innovation environment.
2. Ability to mobilise and coordinate distributed resources.
3. Demonstrated program or change management credentials.
4. Experience working autonomously and remotely, including a demonstrated ability to plan ahead, anticipate requirements & self-prioritise multiple tasks.
5. Demonstrated interest in Science and Innovation.
6. Ability to adapt to changing circumstances and to operate well with situations that lack clarity to achieve team objectives.

## **Desirable**

1. Experience in open innovation practices and ecosystem management (Innovation Hubs & Innovation & Engagement Services)
2. Experience in supporting a business operating with an international footprint, environments and facilities (BD&G Operations)
3. An understanding of the RD&D environment in Australia and key international markets
4. Experience in working with virtual teams across Australia and internationally
5. Tertiary qualifications in a relevant business, science or engineering discipline will be highly regarded.

## **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:** Sets up and maintains effective and efficient work teams and manages performance and resources, to achieve objectives. Chooses appropriate management strategies and communication styles to maintain high levels of motivation and productivity. Gives feedback for development purposes and provides support and direction for improvement.
* **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:** Plans, sets and works to meet challenging standards and goals for self and/or others. Recognises where endeavours will make the most impact or difference, decides on desired outcome and sets realistic goals to reach this target.
* **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

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.

Include if relevant:

* 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.
* Capacity to undertake out of the office or interstate travel as well as attend out of hours work/networking events.

## **About CSIRO**

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

* People First
* Further Together
* Making it Real
* Trusted

## **Detailed Duties**

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| ON Innovation Programs  ON Innovation Partnerships | Innovation Hubs |
| * Through excellent customer focus and building strong and effective internal networks, utilising a collaborative approach, be a point of contact within CSIRO for practices and processes delivered by the Program. * Build strong and enduring relationships with relevant internal and external networks to identify best practice to enhance the ON innovation programs to be more agile and compete more effectively. * Take the lead for building and managing multiple project plans for the Program to ensure that necessary deliverables are completed in accordance with project plans. * Effectively controlling and managing issues, risks, dependencies and changes in scope while ensuring appropriate escalation management. * Lead E2E procurement processes, including contract execution for key delivery partner engagements as required. * Lead team budgeting, as well as tracking and monitoring financial projections. * Act as the control point for documentation management and finances. * Supporting leadership to develop culture and team management – uplifting/driving mechanisms to keep the team unified. * Establish a program of meetings and communication mechanisms to share key project outcomes. * Display a willingness to influence the decision of managers by recognising the need for change in initiating innovative solutions/proposals and liaise with and influence related professions to develop practices that support delivery of ON innovation programs. * 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. | * Coordination of the Innovation Hubs portfolio and/or specific programs of work within. * Establish and implement program governance and management approaches inclusive of internal and external stakeholders. * Seek and implement input from CSIRO subject matter experts to contribute to successful program implementation. * Implement program level practices to improve the efficiency of program delivery and amplify the impact of program activity. * Develop ongoing performance metrics and reporting for program work packages including outcomes delivery assessment and interventions for performance related issues. * Support communications, dissemination, and storytelling, including public and industry facing programs of innovation-related opportunities to drive awareness and partnerships. * Provide leadership on key stakeholder management structures and stakeholder engagement activity to support discovery of growth and impact opportunity. * Demonstrate excellence in program management practices including budget planning and financial management. * Liaise with clients to determine their needs, tailoring solutions to potentially conflicting requirements, taking personal responsibility for client satisfaction, and correcting problems promptly and in a constructive manner. * Under limited direction, use technical expertise to lead a range of support activities/functions, or be responsible for a number of smaller projects, with independence of action within their own function, achieving results through the use and allocation of available resources, within constraints laid down by managers. (Including responsibility for results) * 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, regionally dispersed 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. |
| BD&G Operations |  |
| **Duties and Key Result Areas:**   * Working collaboratively as part of the BD+G Operations team and take the lead for building and managing multiple project plans and co-ordinating work teams in project implementation relating to new BD+G initiatives * Managing multiple project schedules to ensure that necessary deliverables are completed according to the project plans * Develop ongoing performance metrics and performance reporting for each work package including outcomes delivery assessment and corrective action plans for performance related issues. * Effectively controlling and managing issues, risks, dependencies and changes in scope while ensuring appropriate escalation management. * Support work package internal communication activities ensuring each work package has adequate engagement across the organisation and externally as required * Work collaboratively as part of a multi-disciplinary, regionally dispersed team and to carry out tasks in support of CSIRO’s objectives * 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 plans and policies, Diversity initiatives and Zero Harm goals. * Other duties as directed. |  |