# Position Details

## General Management – CSOF7

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| The following information is for applicants | |
| Advertised Job Title | Strategic Partner Relationship Manager |
| Job Reference | 90202 |
| Tenure | Specified Term of 3 years  Full-time |
| Salary Range | AU$146,207 - AU$161,767 per-annum plus up to 15.4% superannuation |
| Location(s) | Brisbane, Melbourne or Perth |
| Relocation Assistance | n/a |
| Applications are open to | Australian Citizens and Permanent Residents Only |
| Position reports to the | TBA |
| Customer Focus – Internal | 40% |
| Customer Focus – External | 60% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Julian Reynolds via email at julian.reynolds@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. |

**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

CSIRO has a number of important, long term, strategic relationships with major organisations across Australia and internationally. Due to substantial growth in the number of these types of engagements, CSIRO is recruiting a suitably qualified and experienced Strategic Partner Relationship Manager (RM) to join our team. The role has responsibility for managing one or more of our major customer engagements as part of CSIRO’s “Customer” team, which provides business development and external engagement expertise across the organisation.

As the main point of contact and liaison between our partners and CSIRO, the RM will be at the forefront of driving impactful outcomes from our strategic relationships. The RM will build close ties with our customers and coordinate CSIRO’s involvement in developing, then delivering, substantial work programs that help solve key challenges and deliver tangible impact. To facilitate this, the RM will lead collaboration between CSIRO business development teams, business units and other internal teams to develop cross-CSIRO strategies to bring in long term, strategically aligned R&D programs with our partner organisations.

## The RM will also play a critical role in ensuring our internal teams meet the obligations and objectives outlined in any formal agreements that underpin a strategic partnership. Importantly, the RM will likely be required to work directly with senior CSIRO and customer representatives to ensure the smooth running of any steering committees that may be formed to drive the relationship and to manage any formal governance requirements.

### Duties and Key Result Areas:

* Represent CSIRO as the main point of liaison between our organisation and your allocated customer(s), managing the day-to-day relationship and ensuring a high level of satisfaction.
* Develop a deep understanding of your customer’s business and how it aligns with the relevant BU and CSIRO strategies, then actively pursue, assess and drive opportunities to collaborate on strategically aligned projects.
* Assist in coordinating and facilitating Strategic Innovation Programs to identify key challenges being faced by your customer(s) and development of associated R&D work programs to address these challenges.
* Build strong relationships with the Business Development teams from relevant CSIRO Business Units to ensure a “one CSIRO” voice to the customer.
* Ensure a thorough overview of CSIRO-wide engagement activities with your allocated customer is maintained, primarily through utilising of CSIRO’s customer relationship management (CRM) system.
* Provide leadership, support and guidance to internal teams regarding:
  + Obligations of any formal relationship agreements that may be in place.
  + Selection of appropriate contracting pathways.
  + Contract negotiations.
  + Due diligence relating to intellectual property, freedom to operate, confidentiality, conflict of interest and other areas of risk associated with project contracts.
* Provide progress reporting to CSIRO Business Unit representatives on any customer relationship Steering Committees associated with your allocated customer(s). Also, support CSIRO representatives in the delivery of their governance responsibilities.
* Work with the Strategic Partnerships Program to adopt, champion and promote best practise in relationship management across CSIRO.
* Develop guidelines for the operation of formal relationship agreements associated with your customer(s) and establish due diligence protocols to support their effective implementation.
* With support from Corporate Affairs, maintain an updated Communication and Engagement plan for your allocated customer(s).
* Adhere to, promote and encourage the spirit and practice of CSIRO’s Code of Conduct, Values, Health, Safety and Environment plans and policies, Diversity initiatives, and Zero Harm goals.
* Perform other duties as directed by your line manager, or in accordance with changing business needs.

## **Required Competencies:**

* **Teamwork and Collaboration:** Creates and fosters an environment in which there is a high level of cooperation within and between teams. Facilitates positive team relationships to build organisational interaction across CSIRO.
* **Influence and Communication:** Uses complex influencing strategies, for example, assembling strategic coalitions, building behind the scenes support and the tactical use of information to gain support.
* **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 and understanding through 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:** Commits significant resources in the face of uncertainty and takes calculated risks to improve performance and achieve challenging goals. Uses personal energy to drive change strategies. Formulates and implements contingency plans to minimise the impact of potential risks. Accepts personal responsibility for the outcomes of decisions/risks taken.
* **Adaptability:**Is flexible in response to external change or when faced with external constraints. Identifies and promotes the opportunities arising as a result of change.

## **Selection Criteria**

#### Essential

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

1. **R&D Relationship Development / Management:** Demonstrated experience in identifying and influencing critical stakeholders and developing a portfolio of meaningful R&D relationships. An ability to work closely with senior leaders to agree relationship development priorities with a focus on science impact.
2. **Strategic Business Acumen** – Demonstrated and extensive knowledge and networks within the mineral resources industry.
3. **Communication**: Excellent written and oral communication skills, evidenced by superior reporting, presentation and negotiation abilities.
4. **Independence**: A demonstrated ability to work independently and to formulate and execute engagement strategies leading to industry and collaborator R&D contracts.
5. **Education/Qualifications:** Relevant degree and technical experience in the resources or energy sectors, combined with a senior advisory or leadership role.

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.

## **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. 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