# Position Details

## General Management – CSOF8

|  |
| --- |
| The following information is for applicants |
| Advertised Job Titles | Director, Customer - Growth |
| Job Reference | 91242 |
| Tenure | Specified Term of 3 years, Full-time  |
| Salary Range | Attractive salary package available  |
| Location(s) | Negotiable – Any CSIRO Site considered  |
| 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 | Executive Director, Growth |
| How to apply | Please note the recruitment of this position is under the management of Odgers Berndtson. For more information and to apply, please go to [www.odgers.com/87844](http://www.odgers.com/87844) |

**Acknowledgement of Country**

In the spirit of reconciliation, CSIRO acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

**About CSIRO Growth**

CSIRO is Australia’s national science agency – our purpose is to solve Australia’s greatest challenges!

CSIRO Growth is responsible for enabling CSIRO’s business to operate in an integrated way across the organisation with a focus on customers, collaboration and commercialisation. We enable maximum impact for the nation underpinned by a healthy and sustainable financial platform.

Growth works across our Business Development and Commercialisation, Global, Strategy and Science Impact and Policy functions, connecting our leaders and business units to market opportunities and challenges.

### Role Overview

CSIRO's research activities are focussed on six national challenges that require multidisciplinary and coordinated responses with industry, government and the broader innovation community.

In meeting these challenges, we are looking for an experienced professional to build the customer relationship and value-adding project pipeline to enable our ten business units to work seamlessly together to deliver integrated solutions.

The ***Director, Customer*** is responsible for CSIRO's customer engagement through an embedded network of professionals across all CSIRO's business units. The role is part of the Growth and CCSIRO leadership teams reporting to the Executive Director. It is responsible for pipeline health, customer engagement, business development, and one-CSIRO market opportunities.

The Customer team comprises more than 80 professionals who enable the business units to achieve impact and financial targets through opportunity development and management, pipeline management, managing customer relationships, and creating cross-organisational customer opportunities. To ensure success, the role leads and coaches the business development directors of each business unit to build high-performing, coherent, and agile teams capable of delivering a range of business development activities both within the business units and horizontally across CSIRO.

Customer engagement is critical to the success of CSIRO's Corporate Plan. The role will support the development of customer engagement strategies and programs, growth opportunity frameworks, stakeholder mapping, (and other tools). As well as leading the business development teams to evaluate customers, develop strategic customer opportunities, grow the depth and breadth of CSIRO's customer portfolio, and assist the organisation in delivering on its strategy.

The Director, Customer, will lead, design, facilitate, and execute large-scale enterprise-wide transactions and strategic customer relationships in collaboration with business unit leaders and sector executives. The Director will work with each business unit and sector to develop a future-focused business development plan for each sector by prioritising and delivering againstCSIRO's Corporate Plan.  A critical component will also be partnering closely with other Growth teams and CSIRO enterprise functions to deliver seamlessly and agilely.

The successful candidate will have a track record in managing business development and customers at the interface between science, industry and government or within other large, complex solutions-orientated enterprises. Experience in general management and operating at the highest levels at CEO and Board level will be highly valued. Candidates will excel:

* **People leadership** – development, deployment, coaching, guidance and change management
* **Customer-first** – connecting diverse skills and people to drive impact and deliver customer value
* **Stakeholder management** – connecting and working across the organisation
* **Industry best practice** – garnering and fostering knowledge sharing and education across the organisation by supporting 'communities of practice" and developing new business models
* **Strategic advice** – influencing and providing high-quality strategic advice to senior leadership.

**Duties and Key Result Areas**

**Impact Leadership**

* Provide high level strategic leadership to Growth, empowering talent and lifting agility to deliver impact through innovation and building collaborative networks.
* Develop and promote a strong culture of excellence focused on national and international impact.

**Capability Leadership**

* Strive for “Zero Harm” (physical and psychological) through a commitment to a healthy, safe and environmentally sustainable workplace.
* Undertake leadership development and succession planning.
* Support the development of a strong commercial pipeline and collaborative networks to effectively deliver a range of commercial outcomes for CSIRO and the broader Australian innovation system.

**Engagement & Partnership**

* People leadership (development, deployment, coaching, guidance and change management)
* Connecting and working across the organisation
* Garnering knowledge sharing and education across the organisation by supporting ‘Communities of Practice” to develop ‘best practice’/new business models
* Influencing and providing high quality strategic advice to senior leadership.
* Build and manage strategic alliances and partnerships to advance CSIRO’s interests, science delivery, and impact and to achieve strategic science goals.
* Provide high-level representation of CSIRO’s capability nationally and internationally.
* Partner with CSIRO business units to deliver sustainable impact including revenue.
* Build relationships that traverse Business Unit boundaries to understand broader Business Unit capability requirements.

**Resource Leadership**

* Work with the Growth Leadership Team to ensure that capability, resources, and strategic investments are effectively prioritised and deployed to meet current and future requirements.

## **Selection Criteria**

#### Essential

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

1. Relevant degree or experience in conjunction with demonstrated achievement in senior advisory and managerial roles, ideally with postgraduate managerial qualifications.
2. Demonstrated ability to partner effectively with client groups to achieve and grow Business Development impact with revenue, focusing on return on investment to maximise organisational results in line with CSIRO's Corporate Plan.
3. Demonstrated ability to proactively identify, build and develop a portfolio of key external commercial relationships and opportunities to support the delivery of impact objectives and meet current and future revenue goals aligned with CSIRO's Corporate Plan.
4. Demonstrated recent ability to deliver end-to-end conversion of strategic business development and commercial opportunities with a focus on driving and supporting efficient commercial contracting and leadership of multidisciplinary teams.
5. Demonstrated experience in building and maintaining strong professional and collaborative working relationships across a wide range of disciplines at all levels of the organisation and externally, proactively seeking and influencing multiple key stakeholders within a complex and ambiguous environment to achieve a successful outcome.
6. Demonstrated experience in building a high-performing team, providing coaching and development opportunities across the breadth and depth of a complex team that delivers high standards in service delivery. As well as technical output, proven ability to hold a team accountable to specified results, and creating a culture that fosters creative problem-solving, continuous improvement and knowledge sharing.

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.

## **About CSIRO**

The Commonwealth Scientific and Industrial Research Organisation (CSIRO) is one of the world’s largest and most successful publicly funded research and development organisation with over 50 locations across Australia and internationally.

CSIRO is committed to complementing its world-class science capabilities with outcome-focused research that will generate economic, environmental, and social benefits for Australia in a global context.

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:

* 1. People First
	2. Further Together
	3. Making it Real
	4. Trusted

Find out more about CSIRO [Growth](https://www.csiro.au/en/Research/MRF)