# Position Details

## Administrative Services- CSOF5

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| The following information is for applicants | |
| Advertised Job Title | Support Services Manager – Canberra Deep Space Communication Complex |
| Job Reference | 85043 |
| Tenure | Indefinite - Full-time  Position will also be considered as part-time (minimum 0.9 FTE) or 1.0 FTE with a 9-day fortnight |
| Salary Range | AU$102k - AU$111k pa (pro-rata for part-time) + up to 15.4% superannuation |
| Location(s) | Tidbinbilla, Canberra Deep Space Communication Complex (CDSCC) |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian and New Zealand Citizens and Australian Permanent Residents |
| Position reports to the | Director, CDSCC |
| Client Focus – Internal | 80% |
| Client Focus – External | 20% |
| Number of Direct Reports | 0 |
| Enquire about this job | Kevin Ferguson via email: [Kevin.Ferguson@csiro.au](mailto:Kevin.Ferguson@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

This role is based at the Canberra Deep Space Communication Complex (CDSCC) at Tidbinbilla, ACT which CSIRO operates on behalf of NASA Jet Propulsion Laboratory (JPL).

Leading a small team, the Support Services Manager is responsible for the management, oversight and optimisation of contracts for the delivery of finance, administrative and logistics services to the NASA Jet Propulsion Laboratory (JPL) contract and operation of the CDSCC facility. This role will also partner with the CSIRO Enterprise Services functions regarding strategic, site and facilities matters to deliver efficient and progressive support services to the CDSCC. The Support Services Manager will execute operational and strategic planning processes and identify issues and opportunities for improvements.

Reporting to the Director CDSCC, and as a member of the CDSCC Management Team, the position works collaboratively as part of a multi-disciplinary and regionally dispersed team to carry out tasks in support of CSIRO’s scientific objectives. It is required to interact with customers and stakeholders at both operational and executive level.

### Duties and Key Result Areas

* Manage a small team of staff to deliver on the administrative, financial, procurement, and logistics/inventory services for the CDSCC and take responsibility for the performance management and career development of the team.
* Work with CSIRO Enterprise Services to enhance contract delivery through the effective application of contract and supplier management models, including (but not limited to) cleaners, fleet vehicles, security, and any major procurement activities; and ensure effective management of assets, consumables, freight, and inventory.
* Support the Director, CDSCC in delivery of NASA Operational requirements such as the CDSCC administrative elements and contracts for the NASA Ballooning program, Bilateration Ranging Transponder System (BRTS) in Northern Territory, and Tracking and Data Relay Satellite System (TDRSS) in Western Australia.
* Establish and maintain local policies and procedures that ensure compliance with relevant CSIRO, Australian and our U.S. customers contract, laws and regulations in partnership with JPL/NASA and CSIRO governance teams (e.g. Export Administration Regulations – EAR, Site Security, Administration, CSIRO governance).
* Support the CDSCC Management Team to deliver on all facets of the NASA/JPL contract.
* Coordinate internal and external reviews and collect data to report on progress against contract deliverables, strategy and outcomes.
* Working closely with the Space & Astronomy (S&A) Executive team and S&A Executive Officer, coordinate the responses for CDSCC to complex or sensitive internal and external requests for information.
* Lead and support complex or sensitive initiatives and projects as required, including the implementation of enterprise change initiatives for the CDSCC, for S&A and the broader CSIRO.
* Create a culture of continuous improvement that streamlines and/or automates current practices and reduced waste.
* Strive for “Zero Harm” (physical and psychological) by supporting of Business Unit HSE initiatives.
* Adhere to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment procedures and policy, 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. A relevant tertiary qualification (business, finance, contract or project management,) and/or equivalent experience of at least 5 years.
2. Demonstrated experience managing small teams and leading projects.
3. Demonstrated experience in customer contract management for facilities, logistics and/or operations and maintenance management.
4. Proven ability to exercise sound judgement and act on initiative, particularly when under pressure and with minimal direction when developing appropriate responses.
5. Demonstrated ability to collaborate widely, both internally and externally, and provide guidance to managers and staff.
6. Excellent written and verbal communication skills with a high level of analytical, literacy and reporting skills.

**Desirable:**

1. Working knowledge of Maximo and/or SAP business management systems.
2. Working knowledge of regulatory requirements, policies and protocols including QA/QC, and international regulations e.g., Export Administration Regulations (EAR).

## **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

**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.
* Required to obtain an Export Administration Regulations (EAR) clearance/approval.

## **About CSIRO**

We solve the greatest challenges through innovative science and technology. Visit [CSIRO Online](http://www.csiro.au/) and [Space and Astronomy](https://www.csiro.au/en/about/people/business-units/Space-and-Astronomy) 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

**About CDSCC**

The Canberra Deep Space Communication Complex (CDSCC) supports ground-based spacecraft telecommunications as part of the international National Aeronautic Space Administration (NASA) Deep Space Network (DSN), under contractual arrangements between the NASA and the Commonwealth Scientific Industrial Research Organisation (CSIRO). Visit [CDSCC Online](CDSCC%20Online) for more information.