# Position Details

## General Management – CSOF7

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| The following information is for applicants | |
| Advertised Job Title | Research Operations Manager |
| Job Reference | 91792 |
| Tenure | Specified Term of 3 year  Full-time |
| Salary Range | AU$146,207 – AU161,767 per annum  plus up to 15.4% superannuation |
| Location | Brisbane, Perth, Hobart, Canberra, Melbourne, Adelaide, or Darwin preferred. |
| Relocation Assistance | May be provided to the successful candidate if required |
| Applications are open to | Australian/New Zealand Citizens and Australian Permanent Residents |
| Position reports to the | Deputy Director, Environment Business Unit |
| Client Focus – Internal | 80% |
| Client Focus – External | 20% |
| Number of Direct Reports | 10 |
| Enquire about this job | Contact Chris Chilcott via email at chris.chilcott@csiro.au or phone +61 8 8944 8422 |
| 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

The Research Operations Manager is responsible for supporting the Business Unit Executive in the professional management of the Business Unit’s unique people, physical and financial resources. This role does not replicate or manage Enterprise Support Functions providing services to the Business Unit.

The Research Operations Manager assists the Business Unit Executive with the day to day running of the Business Unit through operational planning, reporting, and the provision of specialist advice related to the Business Unit Research infrastructure/activities.

The Operations Managers from all Business Units will work collectively to support leaders deliver CSIRO’s strategic goals for precincts, regional sites and major enterprise initiatives.

This role will be required to travel to other Environment Business Units sites in other cities from time to time.

### Duties and Key Result Areas

***Functional Leadership***

* Manage the Business Unit’s operational planning processes and monitor the Business Units operational performance, supporting the Business Unit in identifying issues and opportunities for improvement across Business Unit operations
* Support the Business Unit in engaging with CSIRO and external partner support functions, including monitoring service levels
* Coordinate Business Unit responses to complex or sensitive internal and external requests e.g. Submission to inquiries and requests for information;
* Assess change requirements and new initiatives to identify operational and implementation support requirements;
* Lead and support major Business Unit projects as required;
* Oversee the implementation of enterprise change initiatives in the Business Unit;
* Provide specialist advice relevant to the activities of the Business Unit;
* Responsible for coordinating enterprise organisational requirements and protocols including HSE, QA/QC, ethics, national and international regulatory frameworks for laboratories, field stations and other specialist environments relevant to the Business Unit.

***Capability Leadership***

* Manage staff within Business Unit Support areas (if required);
* Participate actively as a member of the Business Unit Leadership Team;
* Collaborate with Enterprise Support Functions in support of strategy;
* Model appropriate and professional behaviour in the workplace;
* Strive for “Zero Harm” (physical and psychological) by supporting of Business Unit HSE initiatives including incident response.

***Engagement and Partnerships***

* Develop and maintain relationships relating to operations and infrastructure with national and/or international partners, including Precinct partners (if required);
* Represent the Business Unit in internal and external forums as appropriate;
* Partner with CSIRO enterprise support functions including CSIRO National Facilities regarding strategic, site and facilities matters;
* Support the enterprise approach to project management, support Research Directors, and oversee local implementation and compliance;
* Work with CSIRO Support Leaders to enhance science delivery.

***Resource Leadership***

* Develop and monitor Risk Management and Business Continuity Plans;
* Oversee the management of Business Unit infrastructure and equipment not specifically assigned to Research Directors;
* Co‐ordinate and support officers in charge of Business Unit sites, ensuring appropriate site support for Business Unit staff, particularly regionally based staff.

***Project Management***

* Assist the Business Unit in the delivery of major capital infrastructure projects.

***Other***

* 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. A relevant tertiary qualification or equivalent management/leadership experience in Science Industry.
2. Demonstrated planning, financial, project management, change management skills and experience at the level of a national business unit of comparable size and scale to the Business Unit.
3. The ability to work effectively as an integral member and leader of a team and foster an environment in which there is a high level of collaboration within and between teams.
4. Ability to think laterally and strategically, and to anticipate and manage problems in ambiguous situations.
5. Demonstrated ability to communicate openly and effectively and to build strong relationships with staff, stakeholders and clients at all levels and across boundaries together with superior interpersonal, negotiation and influencing skills.
6. Demonstrated ability to appropriately manage sensitive and/or confidential information.
7. Demonstrated experience and understanding of risk management, incident response, organisational requirements, policies and procedures, and external regulations relevant to the Business Unit, and a strong track record in supporting CSIRO’s values.
8. Demonstrated ability to manage competing complex demands; establish or renegotiate priorities; organise or re-assign tasks and meet deadlines.

## **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.

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.

* 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.
* This role will be required to travel to other Environment Business Units sites in other cities from time to time.

## **About CSIRO**

We solve the greatest challenges through innovative science and technology. Visit [CSIRO Online](http://www.csiro.au/) and [**Environment Business Unit - CSIRO**](https://www.csiro.au/en/about/people/business-units/Environment#:~:text=CSIRO%E2%80%99s%20Environment%20Business%20Unit%20brings%20together%20our%20capabilities,in%20creating%20a%20better%20and%20more%20sustainable%20future.) 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