# Position Details

## Administrative Services- CSOF3

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| The following information is for applicants | |
| Advertised Job Title | Facilities Officer |
| Job Reference | 92847 |
| Tenure | Indefinite, Full-time. |
| Salary Range | AU$68,148 - AU$86,733 per annum (pro-rata for part-time)  plus up to 15.4% superannuation |
| Location(s) | Narrabri, NSW |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian/New Zealand Citizens and Australian Permanent Residents |
| Position reports to the | CBIS Coordinator - Facilities |
| Client Focus – Internal | 100% |
| Client Focus – External | 0% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Bernie McDonough via email at bernie.mcdonough@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).

**Child Safety**

CSIRO is committed to the safety and wellbeing of all children and young people involved in our activities and programs. View our [Child Safe Policy](https://www.csiro.au/en/about/policies/child-safe-policy).

### Role Overview

At the Commonwealth Scientific and Industrial Research Organisation (CSIRO), we do the extraordinary every day. We innovate for tomorrow and help improve today - for our customers, all Australians and the world. We imagine. We collaborate. We innovate. Australia is founding its future on science and innovation. CSIRO is a powerhouse of ideas, technologies and skills for building prosperity, growth, health and sustainability. It serves governments, industries, business and communities across the nation. CSIRO is Australia's premier research body, delivering innovative science for the benefit of Australians.

CSIRO has a complex property portfolio of owned and leased facilities that comprises over 1,000 buildings spread across 55 locations within Australia and in three countries overseas. These scientific research, (including National Research Infrastructure) and office/administration facilities are diverse in ownership, type of property, age and condition. The property portfolio is managed by CSIRO’s Business and Infrastructure Services unit (CBIS) which has offices in each state.

The Facilities Officer monitors (and reports on) contractors to ensure their service delivery is in accordance with the contract conditions and specifications and match the agreed level of service in the Service Level Agreements with Business Units.

### Duties and Key Result Areas

* Respond courteously and efficiently to client requests, maintaining clear communication regarding mutual expectations and monitoring client satisfaction.
* Under technical direction undertake a range of administrative tasks, with discretion in selecting the most appropriate method and sequence of completing tasks.
* Provide support to more senior staff, deliver precedent-based policy & procedure interpretation and advice, and instruct others on routine administrative activities, as required.
* Recommend improvements to systems and procedures and implement any approved changes.
* Monitor the daily facilities services works undertaken by CBIS staff and contractors to ensure compliance with programs and contracts through:
  + Ensuring compliance with CSIRO policies and procedures, with particular reference to HSE and security
  + Checking and filing JSEA/SWMS documentation
  + Undertaking site inductions
  + Ensuring compliance with issued permits
  + Checking site attendance and departure of contractors, along with any access supplied
  + Acting as a conduit between staff and contractors, utilising facilities knowledge to optimise contractor works
  + Scoping works for contractors
* Maintain a good working knowledge of the site, its equipment and the current maintenance needs. Raise works orders as necessary or perform minor tasks as directed which may be considered “handyman style works” to ensure a good level of maintenance is performed on all assets and contractors are aware of current issues and site specific information.
* Actively participate in the Facilities Condition Audit Program and annual reviews of site or region facilities and services, including assistance with the updating of the MPlan data
* Provide assistance to CSIRO staff with regard to specific site information and issues such as services shut down, testing arrangements, etc.
* Participate in the evaluation and planning of site alterations or development and provide input to the updating of property records (drawings and operating procedures) including maintenance of site services drawings (e.g. Electrical, gas, water, storm water/sewer, optical fibers, fire)
* Assist CBIS Coordinator - Facilities in minor works coordination as directed for fit-out changes and user relocations in offices, laboratories and other research accommodation.
* Assist with coordinating the contractors for site "soft" services including cleaning, security, grounds maintenance and waste management and provide support to the site in relation to stores, general services and forklift duties.
* Participate in after-hours “on call” roster and emergency response requirements for the sites in the local region or those as nominated from time to time;
* In collaboration with the CBIS Coordinator - Facilities and/or State Manager, contribute to the development of facility operational and maintenance plans and budgets, supervision of activities, monitor cash flows and report on the site maintenance activities.
* 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 facilities operational team to carry out tasks in support of CSIRO’s scientific objectives.
* Adhere to the spirit and practice of CSIRO’s Values, Code of Conduct, Health, Safety and Environment procedures and policy and diversity initiatives.
* Other duties as directed.

## **Selection Criteria**

#### Essential

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

1. Ability to work under limited direction, accept responsibility and direction, and be accountable for on-site service provision, including capability to co-ordinate trade and other services contractors to ensure delivery of services in accordance with relevant time, cost, quality, statutory and user satisfaction requirements.
2. Knowledge of facility management services including “hard services” such as repairs, maintenance and minor mechanical, electrical and building works; and “soft services” including security, cleaning, waste management, grounds maintenance and accommodation relocations for a diverse range of complex research and support facilities.
3. Good interpersonal skills and a sense of customer service with a diverse group of stakeholders.
4. Experience with relevant computer software comprising Microsoft, Word, Excel and Outlook.

## **Desirable**

1. Trade Certificate or previous experience in Facilities Management.

## **Required Competencies**

* **Teamwork and Collaboration:** Proactively seeks and considers the ideas and opinions of others from within and outside the team to help form decisions, plans or actions.
* **Influence and Communication:** Puts forward ideas by presenting factual information supported by data, definitions, examples, illustrations or other aids, which will assist in conveying meaning.
* **Resource Management/Leadership:** Provides instruction and assists other staff to complete allocated tasks and activities.
* **Judgement and Problem Solving:** Identifies and considers the implications of a range of available alternatives in order to select the most appropriate response to problems of a familiar or recurring nature.
* **Independence:** Recognises and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).
* **Adaptability:**Willingness to change ideas or perceptions based on new information, contrary evidence or other people's points of view. Prepared to try out different approaches.

Special Requirements

Appointment to this role is subject to provision of a pre-employment background check and may be subject to other security/medical/character clearance requirements.

* The successful candidate will undertake a pre-employment background check. Please note that individuals with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.

## **About CSIRO**

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