



Position Details

Technical Services- CSOF4

THE FOLLOWING INFORMATION IS FOR APPLICANTS	
Advertised job title	CBIS Coordinator – Facilities and Technical Services
Job reference	101180
Tenure and work schedule	Indefinite, Full time or part time (0.6 FTE minimum)
Salary range	AU\$96,811 - AU\$109,527 per annum (pro-rata for part-time) plus up to 15.4% superannuation (On-call allowance offered in additional to base salary)
Location(s) and office arrangements	Perth (Kensington)
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 Manager, Technical Services
Client focus – Internal	60%
Client focus – External	40%
Number of direct reports	0
Enquire about this job	Contact Joel Arnott, via email at joel.arnott@csiro.au
Support and workplace adjustments	We offer a range of reasonable supports and workplace adjustments. Please let us know via email at sheridan.gerrard@csiro.au if we can help you to equitably participate in our recruitment process or the role itself.
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

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](#).

About CSIRO

As Australia's national science agency, CSIRO is solving the greatest challenges through innovative science and technology. Many of our iconic innovations were once considered impossible until someone, just like you, joined us and took on the challenge.

As one of the world's largest multidisciplinary mission-driven research organisations, we are focused on the issues that matter the most: for our quality of life, for the economy and for our environment. We believe diverse teams are more effective and deliver more innovative outcomes. When we all focus on the big things that really matter, and work in partnership with our communities and [Indigenous Australia](#), Australian science and technology can solve seemingly impossible problems and create new value for all Australians. Visit [CSIRO.au](https://www.csiro.au) for more information.

Role overview

The role of the CSIRO Business and Infrastructure Services (CBIS) Coordinator, Facilities and Technical Services will involve the day-to-day coordination of multiple services contracts across CSIRO's WA sites including highly specialised research facilities. The role will oversee delivery of 'hard' services relating to building maintenance and 'soft' services relating to cleaning, waste management, security and grounds.

Specifically, the CBIS Coordinator will be responsible for the on-site supervision of contractors ensuring that service delivery is in accordance with contract conditions, aligns to service level agreements and is performed safely.

Under the direction of, and in close collaboration with the CBIS Manager, Technical Services, the successful candidate will be required to provide technical support in the delivery of repairs and maintenance as well as capital and minor works projects. The role will work closely with Project Coordinators and Science units, to define building requirements and prepare business cases for the consideration of upper management.

The CBIS Coordinator will be responsible for the coordination and delivery of environmental initiatives in line with CSIRO strategic goals and objectives. This will include the identification, implementation, validation and monitoring of energy, water and waste-reduction initiatives in the facilities.

The role will involve out-of-hours and call-out responsibilities and may require the physical ability to be able to access all sites in the region.

Duties and key result areas

- Liaise with clients to anticipate their needs, ensure the relevance of the activity and achievement of team objectives, take personal responsibility for guaranteeing client satisfaction, and correct problems promptly and in a constructive manner.
- Coordinate the services to receive, process, assess, manage and monitor all job requests, utilising the CBIS works order management and invoicing system, through to completion.
- Provide timely, responsive customer service throughout all communications and works co-ordination with relevant contractors, supervisors, managers and customers at all stages of the job request process.

- Supervise on site contractor delivery through monitoring of contractor performance in line with contract KPI's. Provide feedback to management and CBIS Contracts and Compliance by way of timely information provision (service dockets) and reporting.
- Monitor compliance with:
 - Legislative, OGTR and other governing authorities requirements;
 - CSIRO procedures including Finance, Procurement, Health Safety & Environment (HSE) including contractor security clearances, inductions and similar activities that may have an impact on site and personnel operations, safety and the environment;
- 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 asset and occupancy data;
- Provide and apply technical advice and operational expertise in regard to: equipment functionality and possible design alternatives; asset condition status and expected service delivery life; seasonal demands; preventative asset maintenance programs and replacement priority work schedules based on priorities and service needs.
- Identify and advise of emerging risks (including regulatory and compliance issues) and threats in delivering asset management escalating issues in a timely manner and as needed to ensure risks are effectively managed.
- Perform regular enquires on the site BMS and security systems, including the overseeing of the provision of security and access control cards for staff and tenants.
- Supervise, respond and report on site 'soft' services including cleaning, security, grounds maintenance and waste management. Service the operational needs of tenants as per tenancy agreements;
- Participate in after-hours "on call" roster and emergency response requirements for the sites in the respective area;
- In collaboration with the CBIS Manager, Facilities (CSOF5) and/or Regional Manager, contribute to the development of facility operational and maintenance plans and budgets, coordinate the activities, monitor cash flows and report on the site maintenance activities.
- Work collaboratively as part of a multi-disciplinary, often regionally dispersed facility operations team, and business unit to carry out tasks in support of CSIRO's scientific objectives.
- Adhere to the spirit and practice of CSIRO's Code of Conduct, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals.
- Preparation and support in the development of procurement activities, ensuring compliance with Commonwealth Procurement Rules and the delivery of transparent, efficient, and fit for purpose outcomes
- Other duties as directed.

Selection criteria

Essential

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

- Experience in the delivery of facilities or property management, with a focus on building services. This may include “hard services” such as repairs, maintenance, and minor works across disciplines such as, Electrical, Mechanical, Fire Protection, and Plumbing & Hydraulics.
- Demonstrated ability to work under general direction, accept responsibility 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;
- Demonstrated knowledge/experience and appreciation of relevant procedures/protocols, compliance and statutory requirements associated with building and services codes and regulations and Occupational Health and Safety requirements that may be applicable to operations, safety and security at CSIRO’s research facilities.
- Sound ability to work closely with a diverse operational team of property professionals across several sites and proven experience in providing support to a complex property portfolio comprising of several sites and a diverse cross section of business requirements.
- Proven interpersonal skills including sound negotiation and written and oral communication skills and an ability to cultivate productive working relationships with internal and external stakeholders, landlords, tenants and service providers.

Desirable

- Experience and sound working knowledge of Building Management Systems (BMS), access control systems and computer-based maintenance management systems.
- Experience and ability in the development and coordination of timely procurement and delivery of reliable, cost-effective FM services.

Not sure if you meet all the criteria?

While it is CSIRO policy that the successful candidate must meet all the essential criteria, there are many ways to demonstrate this. Don’t let the list discourage you. If you are unsure about applying, please reach out to the contact on page 1 of this document so we can discuss the role further.

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:** Allocates activities, directs tasks and manages resources to meet objectives. Provides coaching and on the job training, recognises and supports staff achievements and fosters open communication in the team.
- **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:** Recognises and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).
- **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.

Setting you up for success

We understand that not everyone works in the same way and sometimes people may require reasonable support and adjustments to perform at their best. Whether related to the recruitment process and or the role itself, this may include options such as providing different methods of communication, flexible hours or physical adjustments to work methods. If you feel comfortable, we encourage you to share any support and adjustments you may need to carry out the inherent requirements of the role. Please let Sheridan know via email at Sheridan.gerrard@csiro.au if we can help you to equitably participate in our recruitment process or the role itself.

Life at CSIRO and flexible working arrangements

We work flexibly at CSIRO, offering a range of options for how, when and where you work. We can discuss flexible work arrangements with you during the recruitment process. CSIRO also offers a range of leave entitlements, benefits and career development opportunities. To learn more, visit Careers at CSIRO.

We celebrate the uniqueness of our workforce and are committed to creating diverse and inclusive teams where everyone feels they belong. CSIRO is an equal employment opportunity organisation dedicated to recruiting people based on merit, and reflecting the diversity of the community we serve. We recognise true diversity encompasses all ages, nationalities, abilities, cultures, genders, sexualities, faiths, levels of education, diversity of thought and many more aspects of identity. By empowering diverse teams, our community is reflected in the solutions we create.

CSIRO values

CSIRO is a values-based organisation committed to values-based leadership.

Value	Descriptor	Behaviour
People first	Our priority is the safety and wellbeing of our people. We believe in, and respect, the power of diverse perspectives. We seek out and learn from our differences.	• Respectful • Caring • Inclusive

Further together	We achieve more together than we ever could alone. We listen and collaborate, in teams, across disciplines, across boundaries. We embrace ambiguity and use discussion and persistence to generate unique solutions to complex problems.	• Accountable • Authentic • Courageous
Making it real	We do science with real impact. We thrive when taking on the big challenges facing the world. We take educated risks and defy convention. We celebrate successes and failures and leverage them to learn as we strive to be the force for positive change.	• Partnering • Cooperative • Humble
Trusted	We're driven by purpose but remain objective. We fight misinformation with facts. We earn trust everywhere through everything we do. We trust each other and we hold each other accountable. Together our actions drive Australia's trust in CSIRO.	• Curious • Adaptive • Entrepreneurial

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](#).

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.