# Position details

## General management – CSOF8

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| The following information is for applicants | |
| Advertised job title | Director Business and Infrastructure Services |
| Job reference | 99842 |
| Tenure and work schedule | Specified Term of 3 years  We will explore options for part-time, job-share and flexible work arrangements based on needs of the role and individual circumstances. |
| Salary range | Attractive salary package available, up to 15.4% superannuation |
| Location(s) and office arrangements | Melbourne (Clayton) or Canberra (Black Mountain) preferred. Other capital city locations considered. |
| Relocation assistance | Will be provided to the successful candidate if required |
| Applications are open to | * Internal CSIRO Employees * Australia Citizens Only |
| Position reports to the | Chief Operating Officer |
| Client focus – internal | 30-40% BU, 30-40% internal clients |
| Client focus – external | 20% to 30% |
| Number of direct reports | TBC |
| Support and workplace adjustments | We offer a range of reasonable supports and workplace adjustments. Please let us know via email [skye.cracknell@csiro.au](mailto:skye.cracknell@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](mailto: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](https://www.csiro.au/en/about/Indigenous-engagement/Reconciliation-Action-Plan).

**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](https://www.csiro.au/research/indigenous-science), 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

### CSIRO has a complex property portfolio of owned and leased facilities that comprises over 800 buildings spread across 48 locations within Australia. This scientific research, (including National Research Infrastructure) and office/administration facilities are diverse in ownership, type of property, age and condition. The role of Director, Business & Infrastructure Services requires a highly experienced senior professional to lead the team responsible for the strategic and operational management of the property portfolio and CSIRO’s environmental sustainability outcomes - and the provision of receptionist services across CSIRO’s geographically dispersed sites.

### The Director will be a key member of the CSIRO Leadership Team reporting to the Chief Operating Officer. As a Director of CSIRO Business and Infrastructure Services you will be accountable for the national property portfolio, delivering excellent outcomes through functional teams, service delivery, with outcomes focus and partnering for success.

### To be successful in the position, you will possess a high set of standards, demonstrate high integrity and judgment in your leadership, bring strong collaboration capability and change management expertise, to have effective impact by building strong internal and external relationships with key internal and external stakeholders to ensure the success of CSIRO’s Business and Infrastructure team.

### Duties and key result areas

* Deliver CSIRO’s property and facilities services (CP&FS), which incorporates development and execution of complex ‘whole of system’ collaboration, capital intensive and science ‘futureproofing’ strategies and regional delivery of customer focused operational property, facility management and site support services.
* Manage the planning, development and maintenance of safe, secure, sustainable and functional “valued” facilities to support CSIRO’s research including partnerships with the collaborators.
* Accountable for CP&FS’s strategic and operational activities aligning with CSIRO’s 2020 Corporate Plan, and long-term research priorities and activities.
* Lead the team through a focus on customer service, strong communication and engagement, collaboration and transparency to engender trust and alignment with business needs.
* Build and foster the culture of a high performing team including through demonstrated alignment with CSIRO’s expected standards and values, and empowerment with accountability.
* Responsible for CSIRO’s property strategic planning, working closely with CSIRO-business unit stakeholders for input to requirements and commitment to implementation, providing the Executive and Board with clarity over short and long-term trade-off decisions, ensuring liaison with relevant Government department stakeholders and engagement with external specialists and interested parties.
* Oversee the successful (on time, budget, scope and business outcomes) delivery of large-scale capital works’ programs (incl. property refurbishment and new developments) and annual smaller-scale capital works ensuring key internal and external stakeholders are involved in planning and given transparency through delivery.
* Develop and deliver CSIRO’s Environmental and Sustainability Strategies leveraging synergies to property planning and operational facility management including the carbon strategy management, waste management, and effective use of resources for optimal environmental performance, environmental emissions management, and managing recycle/reuse/refresh action plans in respect of resources.
* Build a high performing and accountable leadership team, while creating and espousing a culture centred on customer service, integrity and respect across the business unit.
* Build and maintain strong and effective working relationships at the CE and Executive level as well as across key internal and external stakeholders.
* Efficiently and effectively lead, coordinate and manage the team within the assigned financial parameters and aligned to the business strategy and outcomes.
* Think and act strategically and be future focused with the ability to evaluate and identify opportunities that optimise strong financial returns and business outcomes in line with the organisation’s strategic direction.
* Be able to apply high-level judgment, decision-making and risk-taking with clear direction and commitment to implementing longer-term strategic initiatives.
* Proven ability to think laterally and strategically and to anticipate and manage problems in ambiguous situations.
* The ability to build functional capability through personal development and succession planning; implementing training, coaching, mentoring and relevant development strategies; future oriented thinking and ensuring knowledge transfer to improve capability by embedding and driving internal education; and delivering key messages for internal and external stakeholders.
* 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, regionally dispersed team to carry out tasks in support of CSIRO 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.
* Key responsibilities and duties may be subject to change from time to time, in line with changing CSIRO business strategies and action planning, to ensure the continued success of the function.

## **Selection criteria**

**Prerequisite:**

1. Relevant tertiary professional qualifications and/or extensive relevant experience

**Essential:**

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

1. Demonstrated extensive experience in key areas of property and capital works planning, project management, facilities management and support services, fleet management, environmental sustainability management.
2. Strong strategic awareness, leadership and business acumen with the ability to set expectations, drive and deliver on outcomes within budget, often within tight timeframes.
3. A demonstrated commitment to health, safety, and wellbeing of staff, willing to challenge the status quo in pursuit of Zero Harm.
4. Outstanding leadership skills with a track record of developing, maintaining and motivating high performance teams and the ability to think laterally and strategically with a high level of judgment and problem solving particularly through ambiguity.
5. Demonstrated experience in leading change and fostering a culture committed to diversity and inclusion, customer centric compliance while managing technically excellent and cutting-edge work and continuous improvement. Ability to attract, retain, empower, and develop professional talent, and to foster inclusivity and high-performance in multidisciplinary groups of very large teams.
6. Highly developed strategic planning skills, including the capacity to balance short- and long-term perspectives, and the ability to position CSIRO as a leading institution in terms of its real estate, environmental, and business support services.
7. Proven capability and successful track record in developing and maintaining collaborative and trusted internal and external relationships, underpinned by superior representation, influencing and negotiation.
8. A proven track record at the senior level in building functional capability through personal development and succession planning; implementing training, coaching, mentoring and relevant development strategies within their broader team.

**Desirable Criteria:**

* Experience in management of property strategic planning and facilities’ management as well as support services for a complex and diverse portfolio
* Experience across both commercial and government property sectors

**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:** 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:** Contributes to or defines Business Unit / organisational policy directions, strategic planning and operationalises the vision for staff and gains commitment to the direction chosen. Plans, seeks, allocates resources and monitors to achieve outcomes. Adopts a mentor role.
* **Judgement and problem solving:** Resolves major conceptual scientific, technical, commercial or management problems, which have a significant impact upon the field of research, professional function, the Business Unit or the Organisation. Situations faced have little or no precedent and require original concepts and approaches.
* **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.

**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 us know via email [skye.cracknell@csiro.au](mailto:skye.cracknell@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](https://www.csiro.au/en/careers/life-at-csiro/Flexible-work), 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](https://www.csiro.au/en/careers/life-at-csiro/Benefits) and [career development](https://www.csiro.au/en/careers/life-at-csiro/Career-development) opportunities. To learn more, visit [Careers at CSIRO](https://www.csiro.au/en/careers).

We celebrate the uniqueness of our workforce and are committed to creating [diverse and inclusive teams](https://www.csiro.au/en/careers/life-at-csiro/Diversity-inclusion-belonging) 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.

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| **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](https://www.csiro.au/en/about/policies/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.
* The successful candidate will be required to obtain and maintain a security clearance at the NV1 level.