



## Position Details

### Technical Services - CSOF5

THE FOLLOWING INFORMATION IS FOR APPLICANTS	
<b>Advertised job title</b>	Operations Manager
<b>Job reference</b>	101894
<b>Tenure and work schedule</b>	Specified Term of 3 years Full-time
<b>Salary range</b>	AU\$118,102 - AU\$127,808 per annum (pro-rata for part-time) plus up to 15.4% superannuation
<b>Location(s) and office arrangements</b>	Melbourne (Clayton)
<b>Relocation assistance</b>	Will be provided to the successful candidate if required
<b>Applications are open to</b>	<ul style="list-style-type: none"> <li>• Internal CSIRO Employees</li> <li>• Australian/New Zealand Citizens and Australian Permanent Residents</li> </ul>
<b>Position reports to the</b>	ActivFire Team Leader
<b>Client focus – Internal</b>	10%
<b>Client focus – External</b>	90%
<b>Number of direct reports</b>	0
<b>Enquire about this job</b>	Kai Loh, Team Leader at <a href="mailto:kai.loh@csiro.au">kai.loh@csiro.au</a>
<b>Support and workplace adjustments</b>	We offer a range of reasonable supports and workplace adjustments. Please let Sheridan Gerrard know via email at <a href="mailto:Sheridan.gerrard@csiro.au">Sheridan.gerrard@csiro.au</a> if we can help you to equitably participate in our recruitment process or the role itself.
<b>How to apply</b>	Apply online at <a href="https://jobs.csiro.au/">https://jobs.csiro.au/</a> Internal applicants please apply via <b>Jobs Central</b> If you experience difficulties when applying, please email <a href="mailto:careers.online@csiro.au">careers.online@csiro.au</a>

### 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

CSIRO operates various product certification schemes supported by the facilities and expertise of its scientific, technical, engineering and laboratory services.

CSIRO's product certification schemes are managed and administered by CSIRO Verification Services operating as a Conformity Assessment Body.

CSIRO's ActivFire team consist of CSIRO's ActivFire Scheme and CSIRO's Fire Systems Laboratory. CSIRO's ActivFire Scheme is a nationally and internationally recognised fire protection equipment (products and systems) certification scheme and an established contributor to Australia's standardisation infrastructure and the industry sectors of construction and fire protection.

CSIRO's Fire Systems Laboratory conducts Standards-based testing on a wide variety of fire detection, fire suppression, and emergency warning system products. Testing is conducted on behalf of Australian and international companies to methods specified in the relevant standards and under timelines established through commercial agreements within an ISO 17025-accredited quality system.

This role involves managing the day-to-day operations of the ActivFire team.

## Duties and key result areas

- Work closely with other team members to ensure that projects progress in a timely manner and within budget.
- Operation within laboratory's NATA-accredited Quality Management system including but not limited to ensuring that equipment's are calibrated.
- Conduct Factory Production Control (FPC) audits and / or witnessing of test at client sites both nationally and internationally.
- Provide day-to-day supervision of the team, fostering a collaborative culture and mentoring and guiding staff.
- 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 team to carry out tasks in support of CSIRO's scientific objectives.
- Assisting adoption of CSIRO's LIMS system into the Fire Systems Laboratory.

- Using CSIRO's project management systems, register and maintain database and document records, issue and process Customer agreements and record the status, administration and details required for the processing of multiple simultaneous product conformance projects of varying size, duration and complexity.
- Engage technically, logistically and administratively, with internal (CSIRO) and external laboratories and other conformity testing and certification agencies.
- Administer all processes and provide all required details and documentation for invoicing project fees in accordance with the project requirements and CSIRO's policies and business systems.
- Develop and maintain document control systems and processes, including, forms and templates, policy and procedure documents.
- 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. Tertiary qualification in an engineering or science discipline.
2. Strong interpersonal skills and the ability to collaborate well with other team members as well as provide leadership.
3. Organisational and project management skills and experience working with competing business and technical priorities and targets.
4. Experience or knowledge of fire protection products and systems, including for fire detection, suppression and hydraulic systems.
5. Experience or knowledge of Australian and international standards as well as the NCC.
6. Ability to interpret, apply and communicate technical and/or regulatory documents, policies and procedures.
7. Experience dealing with complex and exacting customer or stakeholder expectations, requests and enquiries.
8. Experience and ability to apply judicious, evidence-based approaches to establishing conformance with specified requirements.
9. Verbal, written and interpersonal skills with the ability to liaise, negotiate and influence a broad range of internal and external stakeholders.
10. Demonstrated ability to independently prepare technical documents such as reports and specifications.
11. Technical expertise with the applications and tools of the Microsoft 365 platform including Access, Word, Excel, Visio, PowerPoint, Project and Teams.

12. Ability and willingness to travel as required.

### Desirable

1. Experience with ISO 17025, ISO 17065 and ISO 17067 requirements.
2. Experience in auditing or compliance inspections in the industry sectors of building or fire protection.
3. Strong interpersonal skills and the ability to collaborate well with other team members as well as provide leadership.
4. Organisational and project management skills and experience working with competing business and technical priorities and targets.
5. Experience and/or qualification with information management systems including database systems.
6. Basic understanding of Mandarin or a second language.

### Not sure if you need 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:** 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.

## 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 Gerrard know via email at [Sheridan.gerrard@csiro.au](mailto: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
<b>People first</b>	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.	<ul style="list-style-type: none"> <li>• Respectful</li> <li>• Caring</li> <li>• Inclusive</li> </ul>
<b>Further together</b>	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.	<ul style="list-style-type: none"> <li>• Accountable</li> <li>• Authentic</li> <li>• Courageous</li> </ul>
<b>Making it real</b>	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.	<ul style="list-style-type: none"> <li>• Partnering</li> <li>• Cooperative</li> <li>• Humble</li> </ul>

<b>Trusted</b>	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.	<ul style="list-style-type: none"> <li>• Curious</li> <li>• Adaptive</li> <li>• Entrepreneurial</li> </ul>

## 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.
- The successful candidate may be required to travel nationally and internationally.