# Director - Business and Infrastructure Services

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| Advertised Job Title**:** | Director Business and Infrastructure Services |
| Reference Number**:** | 51843 |
| Classification**:** | CSOF8 |
| Salary Range: | An Attractive Remuneration Package will be offered commensurate with experience. |
| Location**:** | Canberra |
| Tenure: | Indefinite OR  Specified Term 3 years |
| Relocation assistance**:** | Not Applicable |
| Applications are open to: | Australian Citizens Only  Australian Citizens and Permanent Residents Only   * All Candidates |
| Functional Area**:** | General Management |
| % Client Focus - Internal: | 30 to 40% BU, 30 to 40% internal clients |
| % Client Focus - External: | 20% to 30% |
| Reports to the: | Chief Operating Officer |
| Number of Direct Reports: | TBC |

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| **Role Overview:** |
| At 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.  CSIRO has a complex property portfolio of owned and leased facilities that comprises over 1,000 buildings spread across 59 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 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 an 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. |

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| **Duties and Key Result Areas:** |
| **Key Result Areas/Duties:**   * Deliver CSIRO’s property and facilities services (CP&FS), which incorporates development and execution of complex ‘whole of system’ collaboration, capital intensive and science ‘future-proofing’ 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 Strategy and scientific 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 Management Strategy 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 CEO 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. * 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; |

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| **Key Capabilities:** |
| As Director, Business & Infrastructure Services, you will be expected (as a minimum) to exhibit the following professional and personal behaviours and attributes:   * Possess excellent team leadership skills to inspire, build and motivate a high performing team including managing through change and fostering a high-performance culture with clear definition of accountabilities. * Demonstrated commitment to health and safety, diversity and inclusion through values-based management. * Demonstrated extensive experience in key areas of property and capital works planning, project management, facilities management and support services, fleet management, environmental sustainability management. * Strong interpersonal skills, incorporating excellent communication (written and verbal), influencing and persuasiveness skills and be able to work with staff and stakeholders across geographically-diverse locations and a range of related/non-related business functions. * Demonstrated ability to work effectively across organisational/functional boundaries with strong collaboration and engagement capabilities and comfort. * Be adept at building, and maintaining, strong relationships with key stakeholders as well as identifying strategic business partners (supporting future collaboration with the organisation). * 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; |

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| **Selection Criteria:** |
| **Prerequisite:**   1. Relevant tertiary professional qualifications and extensive relevant experience, **Essential:** 2. Strong strategic awareness, leadership and business acumen with the ability to set expectations, drive and deliver on hard line outcomes, often within tight timeframes. 3. 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. 4. 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. 5. 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. 6. Proven capability and successful track record in developing and maintaining collaborative and trusted internal and external relationships, underpinned by superior representation, influencing and negotiation. 7. 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,   **As Australia’s Innovation Catalyst, CSIRO has strategic actions underpinned by behaviours aligned to**:   * 1. Excellent science   2. Inclusion, trust & respect   3. Health, safety & environment   4. Delivery on commitments.   In your application and at interview you will need to demonstrate alignment with these behaviours. |

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| **Other Information:** |
| **How to Apply**  Please apply for this position online at <https://jobs.csiro.au/> and “Search by Keyword” for. Internal (CSIRO) candidates should apply for this position via the “Recruitment” tab in **SAP** (choose “Jobs Central” and enter Requisition Number).  Please load one documentincorporating a resume and covering letter outlining your knowledge, experience and ability meet the requirements of the role.  If you experience difficulties applying online call 1300 984 220 during Australian business hours and someone will be able to assist you. Outside business hours please email: [csiro-careers@csiro.au.](mailto:csiro-careers@csiro.au)  **Referees**: If you do not already have the names and contact details of two previous supervisors or academic/ professional referees included in your resume/CV please add these before uploading your CV.  **Contact:** If after reading this document you require further information please contact:  Janice Ip via email: [Janice.Ip@csiro.au](mailto:Janice.Ip@csiro.au) or phone: 02 6276 6186  Please do not email your application directly to Ms Janice Ip. Applications received via this method will not be considered.  **About CSIRO**  Australia is founding its future on science and innovation. Its national science agency, the Commonwealth Scientific and Industrial Research Organisation (CSIRO) is a powerhouse of ideas, technologies and skills for building prosperity, growth, health and sustainability. CSIRO is Australia's premier research body, delivering innovative science for the benefit of Australians. We serve governments, industries, business and communities across the nation.  Find out more! [www.csiro.au.](http://www.csiro.au/) |