# General Management – CSOF7

Role summary for potential applicants

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| Advertised Job Title**:** | Relationship Manager (Victorian State Government) |
| Reference Number**:** | 57241 |
| Classification**:** | CSOF7 |
| Salary Range: | AU $131K to AU $145K plus up to 15.4% superannuation |
| Location**:** | Melbourne, Victoria |
| Tenure: | Specified Term of 3 years |
| Relocation assistance**:** | Will be provided to the successful candidate if required. |
| Applications are open to: | [ ]  Australian Citizens Only[x]  Australian/NZ Citizens and Permanent Residents Only* [ ]  All Candidates
* *For Specified Term positions, we will accept applications from Temporary Residents with working rights for the length of the term, who do not require sponsorship.*
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| Functional Area**:** | General Management |
| % Client Focus - Internal: | 30% |
| % Client Focus - External: | 70% |
| Reports to the: | Executive Manager – Future Industries, Business Development and Commercialisation |
| Number of Direct Reports: | 0 |

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| **Role Overview:** |
| The role of a Relationship Manager (RM) for Victoria (VIC) State Government is to develop relationships within state government departments that grow networks and promote CSIRO capability. The RM is responsible for the execution of the VIC Gov Strategic Relationship Agreement (SRA), including the coordination of the steering committee and working groups, coordinating across CSIRO and the relevant VIC Gov departments. This role will be pivotal in ensuring CSIRO maximises and realises business and funding opportunities with these Departments through building and maintaining strong relationships. It is expected this role will work at the executive level within the Departments and will ensure a seamless and constructive experience at all levels for the customer. The position will require collaboration across leadership levels for all Business Units relevant to that customer, to leverage opportunities.The aim of the SRA is to increase jobs and create economic growth across VIC through the delivery of science and innovation. The role will report to the Executive Manager, Business Development and Commercial and will be responsible for aligning CSIRO’s business interactions and funding opportunities to the SRA as well as identifying new opportunities (revenue generation) and connecting scientists, senior leaders and our executive to key stakeholders within VIC through the provision of high-level advice to VIC gov senior managers, executives and member of parliament.  |

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| **Duties and Key Result Areas:** |
| **The Relationship Manager (State Government) will:*** Implementation, execution and management of state gov SRA/MOU’s and the steering committee/s and/or working groups outlined in the SRA/MOU
* Ensure Priority Focus Areas for Engagement based on state gov Investment Priorities and CSIRO Capability
* Relationship Alignment – CSIRO (Board, Executive, CLT) representatives networked to which decision makers in the relevant state gov
* New Business Models for Engagement and broadening CSIRO relationships with Depts & Agencies
	+ Shared Resources (utilisation of programs such as Switch)
	+ Deployments
	+ Co-Located Facilities and Precincts
	+ Broader Services Engagement – Education, Future, On, Innovation Hubs
	+ Industry Partnerships Leverage
* Reporting and Forecast Management Tools – Active Scorecard including defining new state Government Engagement Targets
* Facilitating and chairing internal working group/s focused on relevant State Gov engagement
* Develop and maintain strong trusted advisor relationships with key/senior executives within state gov departments
* Develop and implement a program in conjunction with business units to achieve and grow the revenue pipeline across CSIRO from these departments in line within budget expectations.
* Communicate effectively and transparently across CSIRO so all current and future opportunities aligned to these customers are known to relevant CSIRO stakeholders.
* Influence and leverage appropriate key resources within CSIRO to respond to opportunities and achieve key growth targets for each department.
* Play a leading role in building a customer first culture across CSIRO in an innovative and agile way through demonstration of the best practice for key account management and the recognition of customer values.
* Manage and monitor the forward pipeline and opportunities via O2D for the accounts.
* Strive for “Zero Harm” (physical and psychological) - promote a strong safety culture through active management of HSE performance.
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| **Selection Criteria:** |
| *Under CSIRO policy only those who meet all essential criteria can be appointed****Pre-Requisites:***1. **Education/Qualifications:** Knowledge and skills gained through education and/or experience, typically a degree in conjunction with demonstrated achievement in senior advisory and managerial roles, ideally with postgraduate managerial qualifications.
2. **Communication: Excellent written and oral communication skills, evidenced by superior reporting, presentation and negotiation abilities.**
3. **Behaviours:** A history of professional and respectful behaviours and attitudes in a collaborative environment.

***Essential Criteria:***1. Demonstrated ability to partner effectively with Government Departments and Ministers to achieve and grow Business Development and/or Commercial impact with revenue, focusing on return on investment to maximise Organisational results.
2. Demonstrated ability to proactively identify, build and develop a portfolio of Senior Executive relationships, to support delivery of impact objectives and meet current and future revenue goals.
3. Demonstrated ability to deliver end-to-end conversion of strategic Business Development and Commercial opportunities with a focus on driving and supporting efficient commercial contracting.
4. Demonstrated experience to build and maintain strong professional and collaborative working relationships across a wide range of disciplines at all levels of the organisation and externally, proactively seek and influence multiple key stakeholders, within a complex and ambiguous environment, to achieve a successful outcome.
5. Demonstrated experience in building a high performing team, providing coaching and development opportunities across the breadth and depth of a complex team that delivers high standards in service delivery as well as technical output, proven ability to hold a team accountable to specified results, as well as creating a culture that fosters innovative problem solving, continuous improvement and knowledge sharing.

**CSIRO is a values based Organisation. You will need to demonstrate behaviours aligned to our values of:*** Integrity of Excellent Science
* Trust & Respect
* Creative Spirit
* Delivering on Commitments
* Health, Safety & Sustainability
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| **Other Information:** |
| **How to Apply**Internal (CSIRO) candidates should apply for this position via the “Recruitment” link in **SAP** (choose “Jobs Central” and enter Requisition **57241**). Your application should comprise **one document** which incorporates the latest version of your CV plus a covering letter outlining your motivations for applying and your suitability for the role (uploaded under “Resume/Cover Letter”). At any stage during the recruitment process, you may be asked to provide additional information (online) relevant to the selection criteria. If so, then responding will enhance your application so please take the time to provide relevant succinct answers. Applicants who do not provide the information when requested may not be considered.**Applications close Monday 18 June, 2018** If you experience difficulties applying online call 1300 984 220 and someone will be able to assist you. Outside business hours please email: careers.online@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 the selection documentation you require further information please contact: Mr Nick Pagettvia email: Nick.Pagett@csiro.au or phone: 02 9490 8487Please do not email your application directly to Mr Pagett. 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. It serves governments, industries, business and communities across the nation. Find out more! [www.csiro.au](http://www.csiro.au).  |