# General Management – CSOF7

Role summary for potential applicants

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| Advertised Job Title**:** | Defence Strategic Account Manager |
| Reference Number**:** | 56712 |
| Classification**:** | CSOF7 |
| Salary Range: | AU $131k to AU $145k plus up to 15.4% superannuation |
| Location**:** | Brisbane, Sydney, Adelaide or Canberra |
| 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 Australian Permanent Residents Only* [ ]  All Candidates
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| Functional Area**:** | General Management |
| % Client Focus - Internal: | 40% |
| % Client Focus - External: | 60% |
| Reports to the: | Executive Manager, Business Development & Commercialisation |
| Number of Direct Reports: | 0 |

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| **Role Overview:** |
| The role of General Management staff in CSIRO contributes to the effective delivery of services by providing high-level advice to senior managers, usually members of the Executive or Business Unit leaders. These are senior roles that facilitate the strategic development of organisational capability, responsible for initiating and implementing organisational change and representing the business unit’s or organisational interests in external forums. CSIRO are seeking a highly motivated relationship manager to join our Business Development & Commercialisation team.The Defence Strategic Account Manager will be responsible for the establishment of relationships leading to a value proposition for a longer term CSIRO presence in Defence. This value proposition will be formalised by the delivery of an engagement plan for consideration by CSIRO’s Executive Team.The role will involve business and science network development, with the goal of delivering:1. Established commercial relationships and networks with the view to developing industry focussed engagements across CSIRO.
2. Established university/research institute relationships with the view to CSIRO involvement in one-on-one and/or research consortium collaborations.
3. A greater level of investment between CSIRO and Defence Science & Technology Group. Moving the nature of CSIROs engagement with Defence Science & Technology Group to a strategic collaboration.
4. Building on the current established Defence relationships within CSIRO Business Units and their customer base.

The successful candidate will report to the Executive Manager, Business Development & Commercialisation whilst at the same time maintaining close relationships with CSIRO’s business units, and engaging with other CSIRO collaborators as opportunities arise. |

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| **Duties and Key Result Areas:** |
| * Develop a clear understanding of relevant CSIRO Business Unit strategic priorities to facilitate the development of networks and opportunities that align with strategy.
* Act as CSIRO’s representative as part of the external partner engagement strategy with an array of customers as determined in the CSIRO Defence Strategy.
* Co-ordinate the development and implementation of the CSIRO’s Defence Strategy with internal stakeholders including Business Units and Enterprise Support Services.
* Develop a portfolio of relationships with Research & Development managers of new and existing clients and partners in the Defence area aligned to CSIRO Business Unit’s research strategies and plans.
* Provide insight into Defence market needs and opportunities, effectively developing networks and utilising available business and market information.
* Develop new models for engagement and business models for managing and developing customer opportunities.
* Develop and apply a broad knowledge of CSIRO’s Defence science and promote these to develop opportunities for CSIRO in across the defence sectors.
* Bring together CSIRO Business Unit Defence capabilities to provide cross Business Unit growth opportunities within the Defence sector.
* Communicate effectively and respectfully in the interests of good business practice and collaboration and to enhance CSIRO’s reputation.
* Provide monthly reporting of activities and progress against key performance indicators.
* Make a significant contribution as a supportive and influential team member, including the provision of excellent team management and leadership to encourage new ideas and support the development of emerging skills.
* Build and foster strong and trusted collaborative relationships with stakeholders and colleagues, ensuring alignment between customer needs and CSIRO’s objectives**.**
* Anticipate and manage significant issues, often in ambiguous situations, by evaluating and interpreting complex information and developing creative solutions and contingencies.
* Adhere to, promote and encourage the spirit and practice of CSIRO’s Values, Health, Safety and Environment plans and policies, Diversity initiatives, and Zero Harm goals.
* Other duties as directed.
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| **Selection Criteria:** |
| *Under CSIRO policy only those who meet all essential criteria can be appointed****Pre-Requisites:***1. **Education/Qualifications:** A tertiary qualification in science or business in conjunction with demonstrated achievement in one or more Research & Development areas relevant to identified business/collaboration priorities within the Defence area.
2. **Communication: Excellent written and oral communication skills, evidenced by superior reporting, presentation and negotiation abilities, and the capacity to identify and influence critical stakeholders to gain support for contentious proposals/ideas.**
3. **Behaviours:** A history of professional and respectful behaviours and attitudes in a collaborative environment.
4. **Independence:** A demonstrated ability to work independently and to formulate and execute engagement strategies leading to industry and collaborator Research & Development engagements.
5. **Problem Solving:** Proven ability to anticipate and manage significant issues, often in ambiguous situations, by evaluating and interpreting complex information and developing creative solutions and contingencies.
6. **Adaptability: Flexible in responding to change or when faced with external constraints, including the ability to identify and promote opportunities arising as a result of the change.**

***Essential Criteria:***1. Demonstrated high level experience in identifying and influencing critical stakeholders and development of a portfolio of meaningful Research & Development relationships.
2. Demonstrated and extensive knowledge and networks within the Defence industry.
3. **A strong history of establishing and working effectively in teams, and a** record of leadership which encourages new ideas, builds trust and provides support for the development of emerging skills, including influencing staff in observing corporate and professional standards, acting as trusted advisers, fostering effective client relationships, and ensuring alignment between client needs and CSIRO’s research objectives.
4. A significant record of innovation and creativity plus the ability & willingness to incorporate and/or promote the inclusion of novel ideas and approaches into projects of all sizes and scale.

**Desirable Criteria:**1. Demonstrated experience working with technology-focussed research and development organisations.
2. Domain knowledge of the defence sector.

**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 enter requisition number 56712. Internal applicants please apply via ‘Jobs Central’ in SAP (click ‘Recruitment’) Please load your CV (Maximum 2MB). If you experience difficulties applying online call 1300 984 220 for assistance. Outside Australian business hours please email: csiro-careers@csiro.au. **Referees**: Please provide contact details of two previous supervisor or academic/professional referees in your resume/CV. We will ask your permission before making contact. **Contact:** If after reading the position details above you require more information please contact: **Nick Pagett**via email: Nick.Pagett@csiro.au or phone: +61 2 9490 8487.Please do not email your application directly to Mr Pagett. Applications received via this method may not be considered by the selection panel.**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). We work flexibly at CSIRO, offering a range of options for how, when and where you work. Talk to us about how this role could be flexible for you. Find out more! [CSIRO Balance](https://www.csiro.au/en/Careers/A-great-place-to-work/Work-life-balance)  |