# Position Details

Business and Operations Manager

## Administrative Services – CSOF6

The following information is for applicants

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| Advertised Job Title**:** | Business and Operations Manager |
| Job Reference: | 59843 |
| Relocation Assistance**:** | Will be provided to the successful candidate if required. |
| Applications Are Open To: | Australian/New Zealand Citizens and Australian Permanent Residents Only |
| Percentage of Client Focus - Internal: | 90% |
| Percentage of Client Focus - External: | 10% |
| Reports to the: | Director, CSIRO Education and Outreach |
| Number of Direct Reports: | 2 |
| Name and Contact Details For Applicant Enquiries: | Mary Mulcahy  Email: [mary.mulcahy@csiro.au](mailto:mary.mulcahy@csiro.au);  Phone: 02 6276 6165 |
| Contact Details For Applying: | Call 1300 984 220 or email [careers.online@csiro.au](mailto:careers.online@csiro.au). |
| How to Apply: | Please apply online at [jobs.csiro.au](https://jobs.csiro.au/) and enter the requisition number**.** Internal applicants please apply via ‘Jobs Central’ in SAP (click ‘Recruitment’)  Please do not email your application directly to Mary Mulcahy.   Applications received via this method will not be considered by the selection panel. |

## Role Overview:

Administrative staff in CSIRO provide administrative and management services to support the effective provision of CSIRO Education and Outreach activities. This involves the development and implementation and/or administration of policies, systems and procedures that assist the organisation and the business units to achieve their objectives and meet Government and regulatory responsibilities.

The role of the Business and Operations Manager, will lead a national team of project and administrative officers who will have expertise in different fields and support programs and projects across the education and outreach team.

The primary responsibilities of the role are to:

* Oversee the operations of the Education and Outreach (CEdO) business and operations team including identifying and implementing best practice systems and processes including leading the development and maintenance of ‘one’ education and outreach and CSIRO systems and processes – especially IT and online solutions.
* Formulate policy, plan for resource needs, set overall direction and implement strategies for CSIRO Education and Outreach business and operations.
* Focus on the evaluation and monitoring of education and outreach initiatives, based on best-practice and demonstrated outcomes.
* Gather market intelligence to support the development, implementation and measurement of education programs.
* Support the operations of the team by representing CEdO on CSIRO-wide committees; overseeing CEdO location and site needs (including relocations and CAPEX projects); leading the OHS&E initiatives and priorities for the team and leading and implementing the IT strategy for CEdO (in collaboration with CSIRO’s IMT team).

## Duties and Key Result Areas:

* Cultivate commitment to a shifting organisational paradigm as the Education and Outreach team aligns itself with the organisational vision and related ideas and strategies.
* Drive a high performance culture within CSIRO Education and Outreach that leads to greater excellence or continuous improvement and playing a leadership role in implementing improvements in products and services.
* Create a customer focused culture leading to the implementation of new processes, activities, or culture to enhance the customer experience; ensures that team members live a customer-focused culture day to day.
* Create alignment and accountability within the team by establishing clear goals that align CSIRO Education and Outreach efforts with the organisation’s goals; ensures synergies between people, processes and strategies to drive flawless execution of business objectives
* Where appropriate identify and implement cost reduction or control initiatives.
* Lead an often regionally dispersed team, taking responsibility for effective team performance including the development of team members.
* Work collaboratively with colleagues within your team, the business unit and across CSIRO, to reach objectives, leading staff and influencing other internal and external parties to achieve the function's goals and promote CSIRO via external collaboration.
* Establish and lead effective and efficient work teams, manage the budget and take responsibility for developing work plans, allocating and monitoring resources and manage staff performance and career development.
* Act as a trusted advisor, understanding the client’s Business Unit and/or seeking information about the real underlying needs of the client, and identify and adapting quickly to changes in clients’ needs and market changes.
* Lead staff by developing the work plan, allocating and monitoring resources and achieving the function outcomes, ensuring effective team performance, developing team members, and influencing other internal and external parties to achieve the function’s goals and promote the Business Unit in external forums.
* Influence CSIRO Education and Outreach’s strategic decisions and align the goals of the Business and Operations team with the broader CEdO goals, and contribute to and influence organisational policy.
* 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.
* Adhere to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals.
* Other duties as directed.

## Competencies:

1. **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.
2. **Influence and Communication:** Identifies critical stakeholders and influences them via an influential third party, for example through an established network, to gain support for sometimes contentious, proposals/ideas
3. **Resource Management/Leadership:** Provides leadership that fosters an environment that encourages new ideas and provides support for the development of emerging skills. Creates trust by displaying consistency, understanding, integrity and patience. Plans, seeks, allocates and monitors resources to achieve outcomes.
4. **Judgement and Problem Solving:** Anticipates and manages problems in ambiguous situations. Develops and selects an appropriate course of action and provides for contingencies. Evaluates, interprets and integrates complex bodies of information and draws logical conclusions, synthesises proposals and defends options with reasoned arguments.
5. **Independence:** Assesses the risk and opportunity of identified strategies, options and actions. Overcomes problems and setbacks in achieving goals. Invariably includes consideration of value-added future impact on bottom line when determining the optimal and efficient use of resources.
6. **Adaptability:**Demonstrates flexibility in thinking and adapts to and manages the increasing rate of organisational change by adjusting strategies, goals and priorities.

## Essential Criteria:

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

1. Demonstrated experience encompassing:
   1. Strategic planning and implementation, problem solving, effective team and budget management and experience with developing and implementing systems, processes and platforms to support teams in an education context.
   2. Planning and commissioning education research and evaluation strategies including a thorough understanding of the Australian Curriculum and issues facing school science / STEM education.
2. Demonstrated experience in building a high-performing team, providing coaching and development opportunities resulting in high standards in service delivery as well as technical output and ensuring that the team meets financial and strategic goals.
3. Ability to work in an ambiguous environment to create a culture committed to values-based behaviour which fosters innovative problem solving, continuous improvement and knowledge sharing.
4. Highly-developed interpersonal skills including experience with negotiation and representation, and proven ability to establish and maintain strong and productive relationships and networks with colleagues, leaders and key stakeholders.

## Desirable Criteria:

1. Experience in the development and implementation of IT and online systems and an understanding of Government regulatory frameworks to guide best practice development and delivery and to manage risk.
2. Experience in the development and conduct of evaluation and research activities and using key findings to guide best practice development and delivery.

## Special Requirements:

**Driver’s Licence:** A current driver’s licence and the ability to travel both locally and interstate.

**Working with Children Check and National Police Check:** A valid Working with Children Check and a National Police Check will be required for the successful applicant.

## About CSIRO:

We imagine. We collaborate. We innovate. To find out more visit us [online](http://www.csiro.au/)!

Find out more about CSIRO [Education and Outreach](https://www.csiro.au/en/Education)