# Position Description

## General Management – CSOF7

The following information is for applicants

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| Advertised Job Title**:** | Relationship Manager – New South Wales State Government |
| Job Reference: | 61553 |
| Relocation Assistance**:** | Will be provided to the successful candidate if required. |
| Applications Are Open To: | Australian Citizens Only  Australian/New Zealand Citizens and Australian Permanent Residents Only   * All Candidates |
| Percentage of Client Focus - Internal: | 30% |
| Percentage of Client Focus - External: | 70% |
| Reports to the: | Executive Manager – Business Development and Commercialisation |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries: | Mr Lindsay Adlervia email: [Lindsay.Adler@csiro.au](mailto:Lindsay.Adler@csiro.au)  Please do not email your application directly to Mr Adler. Applications received via this method will not be considered by the selection panel. |
| 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’ through the ‘People Hub’ icon |

## Role Overview:

The role of a Relationship Manager (RM) for New South Wales (NSW) State Government is to develop relationships within state government departments that grow networks and promote CSIRO capability. The RM is responsible for the development, negotiation, execution and implementation of a NSW Govt Strategic Relationship Agreement (SRA), including the coordination of any agreed steering committee and working groups, coordinating across CSIRO and the relevant NSW Govt departments. It will include creating test beds of new account management investment programs and centres of excellence with the NSW Govt such as the Westmead project.

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 CSIRO Business Units relevant to that customer, to leverage opportunities.

## Duties and Key Result Areas:

* Implementation, execution and management of state government Strategic Relationship Agreement/Memorandum of Understanding and the steering committee/s and/or working groups outlined in the Strategic Relationship Agreement/Memorandum of Understanding
* Ensure Priority Focus Areas for Engagement based on state Govt Investment Priorities and CSIRO Capability
* Relationship Alignment – CSIRO (Board, Executive, Leadership Team) representatives networked to correct decision makers in the relevant state Govt
* Develop and Manage new Business Models for Engagement and broadening CSIRO relationships with Departments & 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
* Manage 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 Government engagement
* Develop and maintain strong trusted advisor relationships with key/senior executives within state government 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 Opportunity to Deliver (O2D) information system platform for the accounts.
* Strive for “Zero Harm” (physical and psychological) - promote a strong safety culture through active management of HSE performance.
* Other duties as directed.

## CSIRO Competencies:

1. **Teamwork and Collaboration: Creates and fosters an environment in which there is a high level of cooperation within and between teams. Facilitates positive team relationships to build organisational interaction across CSIRO.**
2. **Influence and Communication: Uses complex influencing strategies, for example, assembling strategic coalitions, building behind the scenes support and the tactical use of information to gain support.**
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 and understanding through 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: Commits significant resources in the face of uncertainty and takes calculated risks to improve performance and achieve challenging goals. Uses personal energy to drive change strategies. Formulates and implements contingency plans to minimise the impact of potential risks. Accepts personal responsibility for the outcomes of decisions/risks taken.**
6. **Adaptability:** Is flexible in response to external change or when faced with external constraints. Identifies and promotes the opportunities arising as a result of change.

## Selection Criteria:

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

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. 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.
3. 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.
4. 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.
5. 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,
6. Demonstrated ability to proactively seek and influence multiple key stakeholders, within a complex and ambiguous environment, to achieve a successful outcome.
7. **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.
8. 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.

## Special Requirements:

A satisfactory National Police Check is required for the successful applicant.

## About CSIRO:

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