# Position Details

*Facilities Coordinator*

## Administrative Services – CSOF4

The following information is for applicants

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| Advertised Job Title**:** | Facilities Coordinator |
| Job Reference: | 59784 |
| 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: | 80 % |
| Percentage of Client Focus - External: | 20% |
| Reports to the: | Coordinator Facilities (site) |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries : | Dirk Taylor – Email: Dirk.Taylor@csiro.au |
| 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’) |

## Role Overview:

Administrative staff in CSIRO provides administrative and management services to support the effective provision of research and development 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 Facilities Coordinator supervises a small team that delivers services that may include: Receipt & Dispatch including some level of stores facility; Reception and Administrative duties; Fleet site based management; Site security and Access control and work flow coordination services required to process, allocate and monitor the facilities management related work for the site. The role also involves sub-contractor management of all trades including electrical, plumbing, carpentry, HVAC and BMS controls.

Working as part of the broader CSIRO Business and Infrastructure Services (CBIS) North East Region (ACT, NSW & QLD) team the role delivers high quality services and contributes to continuous improvement of work flow systems and processes. The Coordinator Facilities (as the name implies) coordinates the delivery of the facilities maintenance services and daily operational activities including the provision of efficient corrective maintenance works and preventative maintenance activities.

The role contributes to providing direction to the establishment / refinement of effective strategies, challenging day to day assumptions in delivering continuous improvements in asset management including effective asset monitoring, maintenance scheduling and reporting.

## Duties and Key Result Areas:

* Provide work coordination services to receive, process, assess, manage and monitor all job requests, utilising the CBIS works order management and invoicing system, through to completion in accordance with all relevant emergency procedures and the relevant reactive maintenance Service Level Agreements.
* Provide timely, responsive customer service throughout all communications and works co-ordination with relevant contractors, supervisors, managers and customers at all stages of the job request process.
* Supervise on site contractor delivery through the monitoring of contractor performance in line with contract KPI’s. Provide feedback to management and the CBIS Manager Contracts, Compliance, Lease and Licence by way of timely information provision (service dockets) and reporting.
* Monitor compliance with;
  + Legislative, OTGR and other governing authorities requirements;
  + CSIRO policies and procedures including Finance, Procurement, Health Safety & Environment (HSE) policies including contractor security clearances, inductions and similar activities that may have an impact on site and personnel operations, safety and the environment;
* Undertake an active involvement with the Facilities Condition Audit Program and annual reviews of site or region facilities and services, including assistance with the updating of the MPlan data;
* Provide and apply technical advice and operational expertise in regard to: equipment functionality and possible design alternatives; asset condition status and expected service delivery life; seasonal demands; preventative asset maintenance programs and replacement priority work schedules based on priorities and service needs.
* Identify and advise of emerging risks (including regulatory and compliance issues) and threats in delivering asset management escalating issues in a timely manner and as needed to ensure risks are effectively managed.
* Perform regular enquiries on the site BMS and security systems, including the overseeing of the provision of security and access control cards for staff and tenants.
* Manage the on site ‘soft’ services including cleaning, security, grounds maintenance and waste management. Service the operational needs of tenants as per tenancy agreements;
* Participate in after-hours “on call” roster and emergency response requirements for the sites in the Sydney region;
* In collaboration with the CBIS Coordinator Facilities (area) and/or State Manager, contribute to the development of facility operational and maintenance plans and budgets, coordinate the activities, monitor cash flows and report on the site maintenance activities.
* 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.
* Work collaboratively as part of a multi-disciplinary, often regionally dispersed research team, and business unit to carry out tasks in support of CSIRO’s scientific objectives.
* 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: Uses knowledge of other party's priorities and adapts presentations or discussions to appeal to the interests and level of the audience. Anticipates and prepares for others reactions.**
3. **Resource Management/Leadership: Allocates activities, directs tasks and manages resources to meet objectives. Provides coaching and on the job training, recognises and supports staff achievements and fosters open communication in the team.**
4. **Judgement and Problem Solving:** Investigates underlying issues of complex and ill-defined problems and develops appropriate response by adapting/creating and testing alternative solutions.
5. **Independence: Recognise and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).**
6. **Adaptability:** Copes with ambiguity or situations that lack clarity. Adapts readily to changing circumstances and new responsibilities (which may include activities outside own preferences) in the interests of achieving team objectives. Recognises the need for and undertakes personal development as a result of changes.

## Essential Criteria:

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

1. Building related trade certificate or relevant work experience in the delivery of facility management services including “hard services” such as repairs, maintenance and minor works; and “soft services” including security, cleaning, waste management, grounds maintenance and accommodation relocations for a diverse range of complex and highly serviced research and support facilities.
2. Must have an understanding of Central Air conditioning and Process plant equipment.
3. Awareness of procurement processes, including arranging internal or external service providers, approvals, preparation and coordination of technical specifications for tender documents, tender and formal quotation procedures.
4. Demonstrated ability to work under general direction, accept responsibility and be accountable for on-site service provision, including capability to co-ordinate trade and other services contractors to ensure delivery of hard and soft services in accordance with relevant time, cost, quality, statutory and user satisfaction requirements;
5. Demonstrated knowledge/experience and appreciation of relevant procedures/protocols, compliance and statutory requirements associated with Federal, State and Local Government building and services codes and regulations and Occupational Health and Safety requirements that may be applicable to personnel operations and safety and security at CSIRO’s research facilities.
6. Proven interpersonal skills and an ability to cultivate productive working relationships with internal and external stakeholders, landlords, tenants and service providers.

## Desirable Criteria:

1. Qualification and/or training in general staff management training
2. Experience using Outlook, Excel, Word, Visio and SAP

## About CSIRO:

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

Find out more about CSIRO [Business and Infrastructure Services](https://my.csiro.au/orginfo/structure/support/cbis)