# Position Details

## Administrative Services – CSOF3

The following information is for applicants

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| Advertised Job Title**:** | Facilities Officer |
| Job Reference: | 60217 |
| 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: | CBIS Coordinator - Facilities |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries: | Greg Foster  Email: Greg.Foster@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 provide 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.

CSIRO has a complex property portfolio of owned and leased facilities that comprises over 1,000 buildings spread across 59 locations within Australia and in three countries overseas. These scientific research, (including National Research Infrastructure) and office/administration facilities are diverse in ownership, type of property, age and condition. The property portfolio is managed by CSIRO Business and Infrastructure Services (CBIS) which has offices in each state.

The Facilities Officer monitors (and reports on) contractors to ensure their service delivery is in accordance with the contract conditions and specifications, and match the agreed level of service in the Service Level Agreements with Business Units.

The role is one of general assistance in the delivery of facilities management services and requires the incumbent to maintain a high level of site knowledge, including an operational view of any BMS style system that may be installed. At times the role involves out of hours work and site call-outs (within the designated area), and the ability to access all equipment at these sites. The Facilities Officer is also required to work at other sites within the ACT from time to time as directed, and may be required to work infrequently at CSIRO’s Boorowa site.

## Duties and Key Result Areas:

* Respond courteously and efficiently to client requests, maintaining clear communication regarding mutual expectations and monitoring client satisfaction.
* Under technical direction, undertake a range of administrative tasks with discretion in selecting the most appropriate method and sequence of completing tasks.
* Provide support to more senior staff, deliver precedent-based policy and procedure interpretation and advice, and instruct others on routine administrative activities, as required.
* Recommend improvements to systems and procedures, and implement any approved changes.
* Monitor the daily facilities services works undertaken by CBIS staff and contractors to ensure compliance with programs and contracts through:
  + the Take5 system, ensuring compliance with CSIRO policies and procedures, with particular reference to HSE and security;
  + checking and filing JSEA/SWMS documentation;
  + undertaking site inductions;
  + ensuring compliance with issued permits;
  + checking site attendance and departure of contractors, along with any access supplied;
  + acting as a conduit between staff and contractors, utilising facilities knowledge to optimise contractor works; and
  + scoping works for contractors.
* Maintain a good working knowledge of the site, its equipment and the current maintenance needs. Raise work orders as necessary or perform minor tasks as directed, which may be considered ‘handyworker style works’, to ensure a good level of maintenance is performed on all assets and contractors are aware of current issues and site specific information.
* Actively participate in 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 assistance to CSIRO staff regarding specific site information and issues such as services shut down, testing arrangements etc.
* Participate in the evaluation and planning of site alterations or development and provide input to the updating of property records (drawings and operating procedures), including maintenance of site services drawings (e.g. Electrical, gas, water, storm water/sewer, optical fibres, and fire).
* Assist CBIS Coordinator - Projects and Capital Works Project Managers in minor works coordination as directed for fit-out changes and user relocations in offices, laboratories and other research accommodation.
* Assist with coordinating the contractors for site "soft" services including cleaning, security, grounds maintenance and waste management and provide support to the site in relation to stores, general services and forklift duties.
* Participate in after-hours ‘on call’ roster and emergency response requirements for the sites in Canberra.
* In collaboration with the CBIS Coordinator - Facilities and/or State Manager, contribute to the development of facility operational and maintenance plans and budgets, supervision of 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: Proactively seeks and considers the ideas and opinions of others from within and outside the team to help form decisions, plans or actions.**
2. **Influence and Communication: Puts forward ideas by presenting factual information supported by data, definitions, examples, illustrations or other aids, which will assist in conveying meaning.**
3. **Resource Management/Leadership: Provides instruction and assists other staff to complete allocated tasks and activities.**
4. **Judgement and Problem Solving:** Identifies and considers the implications of a range of available alternatives in order to select the most appropriate response to problems of a familiar or recurring nature.
5. **Independence: Recognise and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).**
6. **Adaptability:** Willingness to change ideas or perceptions based on new information, contrary evidence or other people's points of view. Prepared to try out different approaches.

## Essential Criteria:

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

1. Proven experience in the coordination of repairs and maintenance, and minor works and services including security, cleaning, waste management, and grounds maintenance for a diverse and complex research and support facility.
2. Technical knowledge of building and related engineering trades and services, including essential hard and soft services relevant to the safe and sustainable operation of complex research facilities.
3. Proven interpersonal and customer service skills, with an ability to cultivate productive working relationships with a diverse group of stakeholders.
4. Experience with relevant computer software including Microsoft, Word, Excel and Outlook.
5. Hold a current class C drivers licence (current truck or forklift licence is advantageous but not essential).

## Desirable Criteria:

1. Trade Certificate or previous experience in facilities management.
2. Industry white card and asbestos awareness training is advantageous.

## About CSIRO:

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