# Position Details

## Administrative Services- CSOF4

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| The following information is for applicants |
| Advertised Job Title | Facilities Coordinator |
| Job Reference | 63088 |
| Tenure | Indefinite  |
| Salary Range | AU$83k to AU$94k pa (pro-rata for part-time) + up to 15.4% superannuation |
| Location(s) | Townsville - ATSIP |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | * Australian/New Zealand Citizens and Australian Permanent Residents Only
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| Position reports to the | CBIS Manager State |
| Client Focus – Internal | 70% |
| Client Focus – External | 30% |
| Number of Direct Reports | 2 |
| Enquire about this job | Contact Bernie McDonough via email at Bernie.Mcdonough@csiro.au or phone +61 7 3214 2810 |
| How to apply | Apply online at <https://jobs.csiro.au/> Internal applicants please apply via **Jobs Central**If you experience difficulties when applying, please email careers.online@csiro.au or call 1300 984 220. |

### Role Overview

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’s Business and Infrastructure Services unit (CBIS) which has offices in each state.

The Facilities Coordinator role is responsible for the smooth operation of site property and buildings and support services within their area of responsibility. The role typically supervises a small team delivering 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.

Working as part of the broader CBIS Regional team, the role delivers high quality services and contributes to continuous improvement of work flow systems and processes. The Facilities Coordinator coordinates the delivery of the facilities maintenance services and daily operational activities including the provision of efficient corrective maintenance works and preventative maintenance activities.

This role is primarily located at the CSIRO ATSIP facility on the James Cook University (JCU) campus. The role is also responsible for the JCU component of the ATSIP facilities. The role also has oversight and responsibility for the CSIRO sites at the Lansdown Field Station – Woodstock, CSIRO Cairns located on the JCU campus and the CSIRO site in Atherton.

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:

* Coordinate the services to receive, process, assess, manage and monitor all facility maintenance 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 for both CSIRO and JCU through monitoring of contractor performance in line with contract KPI's. Provide feedback to both CSIRO and JCU management and the CBIS Manager Contracts, Compliance, Lease and Licence by way of timely information provision (service dockets) and reporting.
* Monitor compliance with:
	+ Legislative, OGTR and other governing authorities requirements.
	+ CSIRO procedures including Finance, Procurement, Health Safety & Environment (HSE) including contractor security clearances, inductions and similar activities that may have an impact on site and personnel operations, safety and the environment.
* 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 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 enquires on the site BMS and security systems, including the overseeing of the provision of security and access control cards for staff and tenants.
* Supervise, respond and report on-site ‘hard’ and '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 respective area.
* In collaboration with the CBIS Coordinator - Facilities 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.
* Liaise with clients to anticipate their needs, ensure the relevance of the activity and achievement of team objectives, take personal responsibility for guaranteeing client satisfaction, and correct problems promptly and in a constructive manner.
* Under general direction provide a discrete support service, and participate in the planning of group activities, across a business unit or group of functions for multiple sites, frequently encountering ambiguity and showing initiative in interpreting policies and procedures.
* Establish networks with other professionals in your field to ensure that the service provided continues to add value, and deliver training on procedural issues or systems developments to clients and team members.
* Use discipline expertise develop and review policies, procedures, systems and make recommendations to guide management decisions.
* 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, regionally dispersed 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.

## **Required Competencies:**

* **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.
* **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.
* **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.
* **Judgement and Problem Solving:** Investigates underlying issues of complex and ill-defined problems and develops appropriate response by adapting/creating and testing alternative solutions.
* **Independence:** Recognise and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).
* **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.

## **Selection Criteria**

#### Essential

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

1. A 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. A current driver licence.
3. Demonstrated experience and ability in the development and coordination of timely procurement and delivery of reliable, cost effective FM services.
4. 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.
5. 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.
6. 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.
7. Sound ability to work closely with a diverse operational team of property professionals across several sites and proven experience in providing support to a complex property portfolio comprising of several sites and a diverse cross section of business requirements.
8. Proven interpersonal skills including sound negotiation and written and oral communication skills and an ability to cultivate productive working relationships with internal and external stakeholders, landlords, tenants and service providers.

## **Desirable:**

1. A degree or diploma in a related field.
2. General staff management training and or qualification.
3. Experience and ability to use relevant software products including Microsoft Outlook, Excel, Word, Visio, AutoCAD and SAP.
4. Experience and ability in the use of Building Management Systems (BMS).
5. A current forklift licence.

Special Requirements

Appointment to this role may be subject to conditions including provision of a national police check as well as other security/medical/character clearance requirements.

The successful candidate will be asked to obtain and provide evidence of a National Police Check or equivalent. Please note that people with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.

The successful candidate must be willing to participate in after-hours "on call" roster and emergency response requirements for the sites in the respective area.

The successful candidate will be required to undertake domestic travel as required.

## **About CSIRO:**

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