# Position Details

## Administrative Services- CSOF4

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| The following information is for applicants | |
| Advertised Job Title | Facilities Coordinator - Administration |
| Job Reference | 64977 |
| Tenure | Indefinite (Full-time) |
| Salary Range | AU$83,68783,68783,687 to AU$94,679 pa + up to 15.4% superannuation |
| Location(s) | Adelaide, SA (Waite Campus) |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian/New Zealand Citizens and Australian Permanent Residents Only |
| Position reports to the | State Manager |
| Client Focus – Internal | 60% |
| Client Focus – External | 40% |
| Number of Direct Reports | 3 |
| Enquire about this job | Contact Mark Britton via email at: Mark.Britton@csiro.au |
| 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](mailto: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-Administration supervises, oversees and coordinates the delivery of administrative and support services by the administrative services staff (reception and general admin) to ensure the business needs of the team/unit are met in a consistent manner across all sites.

The role takes the lead in monitoring and addressing complex and/or sensitive enquiries and issues, including those that are escalated, to ensure their timely and effective resolution.

In consultation with the State Manager, the role supervises and coordinates the collection and collation of information, prepares reports on business unit performance and makes recommendations to improve efficiency, cost management and service delivery.

### Duties and Key Result Areas:

* Support the delivery of effective facilities management by providing records management services to the State/Region.
* Maintain and control records for the facilities maintenance team to ensure they are reliable, accurate, compliant, relevant, current and retrievable.
* Identify gaps in record keeping and contribute to the team’s continuous improvement by supporting the department to develop and introduce improved document management processes and systems. These records may include technical information, fleet-related and general documentation, drawings and other formats as may be required from time to time.
* Contribute to contractor compliance management by proactively obtaining records including condition reports, documentation and drawings from contractors and/or managers, along with registering these records and uploading them as relevant, into asset / contractor management and records management systems.
* Supervise the training and provide guidance for all administrative team members in their provision of a high-quality reception/visitor management service as the first point of contact for external and internal clients including efficient referral, enquiries and follow-up to staff and clients at the site(s) supported.
* Ensure a consistent approach is maintained across all sites to site security, including policy and process control for management, maintenance and issue of keys; access cards; ID cards; and related staff, visitor and contractor registers.
* Supervise the delivery of processes and procedures in respect to the store operations including but not limited to, management of the inventory control system, coordination of stock orders and invoice allocation and payments and the receipt and dispatch front desk style service for all items that enable the transfer of goods on and off site(s).
* Contribute to the development, ongoing update and monitoring of State/Region wide procedures for general team support that may include processes for monitoring the team’s email inbox, distribution of requests as appropriate and escalating issues as required.
* Deliver multiple administrative support activities and services in accordance with agreed standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail.
* 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 facilities operational 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. Proven experience supervising teams across a variety of locations whilst ensuring that processes and practices are followed in a consistent approach.
2. Demonstrated excellence in verbal and written communication within a customer service environment.
3. Effective interpersonal skills with the ability to develop, maintain and nurture internal relationships on behalf of the department.
4. Demonstrated experience in the coordination and administration of workflows in a high-volume facilities maintenance environment.
5. Experience in technical records management and document control preferably in a facilities management context.
6. Demonstrated experience in developing processes and procedures, preferably related to facilities maintenance, with a working knowledge of best practice management standards.
7. Good knowledge of Excel in the development of custom solutions and analytics while conversant with all Microsoft Office applications.
8. A working knowledge and technical understanding of building services and systems.
9. Strong organisational skills with ability to meet deadlines while managing competing priorities.
10. Adaptability to a changing work environment, systems and processes with commitment to continually building skills and knowledge.

Special Requirements

Appointment to this role will be subject to the following condition:

* 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.

## **About CSIRO:**

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