# Position Details

## Administrative Services- CSOF4

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| The following information is for applicants | |
| Advertised Job Title | CSIRO’s Business and Infrastructure Services (CBIS) Coordinator – Administration |
| Job Reference | 70420 |
| Tenure | Indefinite (Full-time) |
| Salary Range | AU$83,687 to AU$94,679 pa + up to 15.4% superannuation |
| Location(s) | Clayton, VIC |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian Citizens Only |
| Position reports to the | State Manager (CBIS VIC) |
| Client Focus – Internal | 90% |
| Client Focus – External | 10% |
| Number of Direct Reports | 10 |
| Enquire about this job | Contact Sandra Edwards via email at: sandra.edwards@csiro.au or phone: +61 3 9545 8213 |
| 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. This 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 Coordinator – Administration position will provide high quality administrative support to the CBIS team and high-level project support for the CBIS Victorian State Manager and Facilities Manager in addition to creating or maintaining the team’s policies and procedures. Planning as necessary to meet the increasing needs of the organisation.

### Duties and Key Result Areas:

* Oversee front-of-house services (Receptions) at all Victorian Region CSIRO Sites currently including Clayton, Aspendale, Docklands, Parkville and Werribee.
* Supervise reception staff and team resourcing including:
  + Recruitment of staff;
  + Rostering and leave;
  + Development and coordination of staff training and development opportunities;
  + Undertaking Annual Performance Appraisals and providing constructive feedback;
  + Meeting with staff (virtually and face to face) to provide support and direction to build trust and respect and ensure strong team performance.
* Manage and support the team through periods of change and adjustments.
* Allocate activities, direct tasks and manage resources to meet objectives. As a supervisor (where relevant), take responsibility for the effective utilisation of resources, including budget responsibilities, and for the development of staff.
* Create training material as required to help staff meet objectives
* Participate in the development and implementation of strategies and processes to improve and maintain operational effectiveness across the sites.
* Work collaboratively as a team leader of a regionally dispersed team, to carry out administrative tasks and provide executive assistance for all CBIS staff and internal and external clients on CBIS operational requirements.
* Support site tenants in a variety of day to day issues including maintenance of tenant staff lists and licence agreements as well as regular communications and records management.
* Recognise and resolve problems as they arise and accept responsibility for meeting all key performance indicators.
* Communicate 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 with colleagues within the team, the business unit and across CSIRO, to reach objectives, establishing networks with other teams and professionals in their field.
* Generate improved solutions to complex problems and resolve complaints using creativity, reasoning and past experience.
* Adhere to the spirit and practice of CSIRO’s Values, 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. Relevant trade certificate/diploma/bachelor’s degree or equivalent relevant work experience in Business Administration or Training.
2. Proven experience in managing a team of reception staff fostering a collaborative work environment and encouraging active participation by all team members.
3. Proven experience in managing a customer base, including a strong customer service focus with the ability to interact courteously and efficiently with customers, build relationships and keep customers informed on the delivery of site support services.
4. Ability to take initiative, develop and maintain operational procedures and train staff.
5. A proven ability to plan, coordinate and prioritise activities and work independently to achieve service outcomes.
6. The ability to work effectively in a team environment, collaborating widely both internally and externally, and providing guidance to managers and staff.
7. Demonstrated ability and willingness to generate improved solutions to complex problems and resolve complaints using creativity, reasoning and experience.
8. An understanding of Licence Agreements and Leasing as *well as* negotiations and dealing with tenants.
9. The ability to produce communication materials, templates and collaborate with others to ensure a high quality of documentation.
10. To be able to manage several tasks at various times and proven high level organisation skills.
11. Previous experience with budgeting and other general financial duties.

## **Desirable:**

1. Previous experience leading a team through a change management process.
2. A background managing teams based at multiple locations.
3. Experience in working a customer service environment.
4. Experience in Training and Assessment as well as developing strong teams
5. Project Management experience.
6. Experience in Property Management
7. Previous Government experience would be an advantage

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:**

We solve the greatest challenges through innovative science and technology. To find out more visit us [online](http://www.csiro.au/)!

CSIRO is a values-based organisation. We expect our employees to demonstrate behaviours aligned to our values of:

• People First

• Further Together

• Making it Real

• Trusted