# Position Details

## Technical Services- CSOF4

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| The following information is for applicants |
| Advertised Job Title | MNF Operations Officer |
| Job Reference | 69001 |
| Tenure | IndefiniteFull-time |
| Salary Range | AU$83,687 to AU$94,679 pa (pro-rata for part-time) + up to 15.4% superannuation |
| Location(s) | Hobart |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | * Australian Citizens and Permanent Residents
* New Zealand Citizens who usually reside in Australia
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| Position reports to the | MNF Voyage Delivery Coordinator |
| Client Focus – Internal | 50% |
| Client Focus – External | 50% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Linda Gaskell, MNF Voyage Delivery Coordinator, via linda.gaskell@csiro.au or phone +61 438 300 512 during business hours. |
| 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

The role of Technical Staff in CSIRO is to provide support for scientific research in a diverse range of laboratory and field situations across a range of different research projects. This support consists of the application of accepted technical practices and the development of new practices. The work is usually carried out as a member of a centralised service.

Funded by the Australian Government since 1984, the Marine National Facility (MNF) provides a keystone element of the nation’s research infrastructure, by delivering the only marine research capability, RV *Investigator,* to Australian researchers and their international collaborators for work in Australia’s vast maritime estate. This research delivers key information to Government, industry and other stakeholders to support evidence‑based decision‑making, and focusses on research challenges in fisheries management, geological resources, regional/global climate, coastal/offshore developments and marine operations. Access is provided through an independent and peer reviewed applications process that focuses on scientific and/or technical excellence, the potential to contribute to Australia’s National Benefit and the ability of the research team.

Owned and operated by CSIRO and overseen by an independent Steering Committee, the MNF is managed as a CSIRO Business Unit. Led by the MNF Facilities Director, the MNF is also responsible for governance committee support and policy development. The team manages a marine industry ship management contract for the crewing and maintenance of *Investigator* and a Memorandum of Understanding (MoU) within CSIRO for the provision of technical support and data management for MNF scientific equipment. Major functions include the management of an independent applications for sea time process, ship scheduling and the operational planning, implementation and oversight of MNF multi-disciplinary marine research voyages.

As part of a dynamic and agile team, the Operations Officer will be responsible for coordinating the safe delivery of the research voyage schedule and will work as part of the Operations Team to manage multi‑disciplinary marine research voyages on *Investigator* or other research platforms as required. They will work collaboratively with the other teams within the MNF and CSIRO as well as other internal and external stakeholders, including vessel users and MNF’s ship management contractor, to deliver safe and effective research voyages. The Operations Officer will be responsible for managing all aspects of the research voyage planning process.

In relation to at sea‑delivery, the Operations Officer will be required to perform the role of Voyage Manager, which is a critical function in the delivery of research voyages. The Voyage Manger, who is CSIRO’s onboard representative, is part of the vessel’s Senior Management Team, which also includes the Master and Chief Scientist, and this group works collaboratively to deliver the voyage’s objectives safely and effectively. This role is incredibly complex with duty-of-care responsibilities across multiple stakeholders, involves the efficient and effective delivery of multi‑million‑dollar voyages in extremely challenging environments, and necessitates going to sea for up to 60 days at a time. The Voyage Manager reports to the MNF Facilities Program Director and coordinates with the Operations Officer.

### Duties and Key Result Areas:

As part of a dynamic and flexible team, under the specific direction of the Voyage Delivery Coordinator, the Operations Officer will:

1. **Engage with MNF internal and external stakeholders to develop and manage relationships through:**
* Coordinating the provision of advice to stakeholders on vessel and equipment capability, technical support requirements, policies, procedures and standards.
* Coordinating the provision of advice and practical support on technical challenges that arise during the planning and execution of research voyages.
* Having the ability to adapt and respond to ill-defined situations.
* Effectively communicate complex information to various audiences ensuring optimal outcomes.
1. **Manage the planning and execution of safe and effective research voyages through:**
* Provision of expert advice to Principal Investigators in developing voyage plans to ensure clearly articulated, measurable objectives in compliance with CSIRO policies and procedures.
1. **Simultaneously managing multiple, complex projects including:**
* Coordinating technical review and input of voyage plans, equipment and support to optimise MNF voyage outcomes.
* Providing routine logistical support for *Investigator* voyages, including port security and equipment requirements.
* Providing shore‑based direction and issue resolution throughout the voyage for the on‑board Management Team (where necessary).
* Liaising with MNF Safety Coordination Team to ensure voyage planning is completed in alignment with the MNF and CSIRO safety management policies and procedures.
* Executing the role of Voyage Manager on designated voyages.
* Providing support and advice for *Investigator* participants as set out in the MNF Mental Health and Wellbeing Strategy.
1. **Provide practical support for research voyages through:**
* Continual improvement and development of voyage documentation.
* Ensuring relevant processes are implemented.
* Managing resources to deliver voyage objectives.
* Ensuring compliance with organisational and Commonwealth requirements (i.e. code of conduct, procurement, permits, duty of care, diversity and inclusion).
1. **Support MNF management by:**
* Working adaptively, positively and collaboratively as a member of the MNF and other teams and seeking advice as required.
* Assisting with application compliance checks and the development of voyage schedules.
* Participate in development and training activities of the MNF, including identifying and meeting personal development needs.
* Adhere to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment procedures and policy, Diversity initiatives and Making Safety Personal 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*:*

1. Demonstrated ability to collaborate in a dynamic team environment in a positive and professional manner.
2. The ability to project manage to deliver logistical, operational and technical requirements under tight timeframes with competing priorities.
3. Evidence of a strong commitment to HSE and continuous improvement and the ability to prepare and apply appropriate documentation and procedures for specific activities.
4. Superior communication skills to engage with a wide range of internal and external stakeholders and negotiate operational outcomes; ability to deliver presentations and briefings.
5. Excellent oral and written communication skills, interpersonal skills and conflict resolution skills, with demonstrated ability to apply policy and sound judgement when resolving personnel challenges.
6. Demonstrated ability to operate as a leader in a complex, dynamic and time critical work environment.
7. Meet the criteria required of a Voyage Manager. The Voyage Manager Position Description can be provided upon request.

#### Desirable:

1. Experience and knowledge of the conduct of marine research and working on marine research vessels.

Special Requirements

Appointment to this role may be subject to conditions:

* 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 will need to have the ability to pass the Elements of Shipboard Safety training course.
* The successful candidate will need to have the ability to gain a Senior First Aid and Mental Health First Aid certificate or equivalent.
* The successful candidate will be required to obtain an MNF remote voyage medical.
* The successful candidate will need to have the ability to travel extensively and provide operational support on voyages and in both domestic and foreign ports.
* The successful candidate will need to have the ability to gain a Maritime Security Identification Card (MSIC).

## **About CSIRO:**

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Find out more about CSIRO [Marine National Facility](https://www.csiro.au/en/Research/Facilities/MNF)