# Position Details

## General Management – CSOF8

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| The following information is for applicants | |
| Advertised Job Title | Manager – Verification Services |
| Job Reference | 68020 |
| Tenure | Term of 36 months  Part-time 44.1 hours per fortnight (equivalent to 3 days per week) |
| Salary Range | AU$162,800 to AU$204,400 pa (pro-rata for part-time) + up to 15.4% superannuation |
| Location(s) | Capital City; Melbourne or Sydney Preferred |
| Relocation Assistance | Not Applicable |
| Applications are open to | All Candidates |
| Position reports to the | Executive Manager, Infrastructure Technologies |
| Client Focus – Internal | 5% |
| Client Focus – External | 95% |
| Number of Direct Reports | 6 |
| Enquire about this job | Contact Mark via email at mark.burgess@csiro.au or phone +61 3 9545 2114 |
| 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

The role of Manager – Verification Services leads CSIRO’s certification schemes (ActivFire, APAS and PCCP). The role is responsible for the effective delivery of certification services to a range of domestic and international customers in the manufacturing, building product, protective coatings and road-marking industries. This is a senior role that includes customer delivery and stakeholder management, along with strategic development of future capability, responsibility for initiating and implementing operational change, and advocating for Infrastructure Technologies’ interests in external forums.

### Duties and Key Result Areas:

* Day to day operation and of Infrastructure Technologies’ certification schemes operating under the Verification Services team.
* Responsibility for the delivery of services and meeting operational performance targets in a highly structured and standardised environment.
* Engagement with Governments and key industry bodies (nationally and globally) on behalf of CSIRO to advocate for and promote CSIRO’s certification capability.
* Use your established expertise in certification and accreditation to develop and implement strategies to transform the three current schemes (ActivFire, APAS and PCCP) into a uniform administrative system accredited to the appropriate requirements of the ISO17000 suite of standards. Leverage this uniform system to expand the number and scope of certification schemes.
* Introduce new perspectives/directions to address long-standing problems. Direct the investigation and solution of complex conceptual and other broad-ranging management problems.
* Work with a long-term perspective when addressing customer needs and balance immediate and long-term benefits in order to develop strong cooperative relationships with industry and/or government bodies.
* Provide high-level strategic and tactical advice to facilitate organisational compliance in relation to risk management, legal, and statutory responsibilities of certification services.
* Form partnerships and collaboration with other CSIRO Managers and support functions to deliver outcomes.
* Participate in, and be able to lead, cross-functional task forces/policy bodies and committees to enact changes to the delivery of certification services.
* Share expertise and develop the professional skills of others, manage staff who are often acknowledged experts in their own field, and take responsibility for fostering an environment in which staff can achieve their full potential, aligning their career aspirations and the Organisation’s needs.
* 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 the businesses objectives.
* 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:** Creates and fosters an environment in which there is a high level of cooperation within and between teams. Facilitates positive team relationships to build interaction across CSIRO and with external stakeholders
* **Influence and Communication:** Uses complex influencing strategies, building behind the scenes support and the tactical use of information to gain support.
* **Resource Management/Leadership:** Contributes to Infrastructure Technologies directions, strategic planning and operationalises the vision for staff and gains commitment to the direction chosen. Plans, seeks, allocates resources and monitors to achieve outcomes. Adopts a mentor role.
* **Judgement and Problem Solving:** Resolves major conceptual scientific, technical, commercial or management problems, which have a significant impact upon the industry, professional function, or the Organisation. The situations faced have little or no precedent and require original concepts and approaches.
* **Independence:** Commits resources in the face of uncertainty and takes managed risks to improve performance and achieve challenging goals. Uses personal energy to drive change strategies. Formulates and implements contingency plans to minimise the impact of potential risks. Accepts personal responsibility for the outcomes of decisions/risks taken.
* **Adaptability:**Is flexible in response to external change or when faced with external constraints. Identifies and promotes the opportunities arising as a result of change.

## **Selection Criteria**

#### Essential

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

1. Relevant professional qualifications in conjunction with demonstrated achievement in senior managerial roles.
2. Experience in the development and delivery of accredited certification programs under the ISO17000 suite of standards.
3. Active engagement with senior stakeholders in Australia’s building and construction, coatings, and standardisation industries.
4. Demonstrated experience engaging with and advocating to Commonwealth, State and Local governments.
5. A strong history of establishing and working effectively in teams. A record of leadership which encourages new ideas, builds trust and provides support for the development of emerging skills, including influencing staff in observing corporate and professional standards, acting as trusted advisers, fostering effective client relationships, and ensuring alignment between client needs and CSIRO’s research objectives.
6. A significant record of innovation and creativity plus the ability & willingness to incorporate and/or promote the inclusion of novel ideas and approaches into projects of all sizes and scale.

## **Desirable:**

1. Experience in leading organisations delivering services under ISO 17025 or ISO 17065 quality management systems.

## **About CSIRO:**

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

Find out more about [Infrastructure Technologies](https://www.csiro.au/en/Do-business/Services/Materials-infrastructure)

Find out more about [APAS/PCCP Certification](http://www.apas.gov.au/)