# Position Details

## Administrative Services- CSOF5

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| The following information is for applicants | |
| Advertised Job Title | CBIS Coordinator – Administration |
| Job Reference | 69302 |
| Tenure | Indefinite  Full-time |
| Salary Range | AU$98,735 to AU$106,848 pa (pro-rata for part-time) + up to 15.4% superannuation |
| Location(s) | Black Mountain ACT |
| 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 |
| Position reports to the | CBIS Enterprise Manager |
| Client Focus – Internal | 80% |
| Client Focus – External | 20% |
| Number of Direct Reports | 4 |
| Enquire about this job | Contact Mick Kath via email at [Mick.Kath@csiro.au](mailto:Mick.Kath@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

At the Commonwealth Scientific and Industrial Research Organisation (CSIRO), we do the extraordinary every day. We innovate for tomorrow and help improve today - for our customers, all Australians and the world. We imagine. We collaborate. We innovate. Australia is founding its future on science and innovation. CSIRO is a powerhouse of ideas, technologies and skills for building prosperity, growth, health and sustainability. It serves governments, industries, business and communities across the nation. CSIRO is Australia's premier research body, delivering innovative science for the benefit of Australians.

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 CBIS Coordinator - Administration oversees and coordinates the delivery of administrative and support services by the administrative services staff (reception, stores, fleet 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. The role also takes the lead in managing and coordinating the collection and collation of information, preparing reports on business unit performance, and making recommendations to improve efficiency, cost management and service delivery.

The incumbent, in consultation/collaboration with CBIS Coordinator Administrators in other states, will develop, implement, review and update administrative systems, processes and policies to ensure national consistency and compliance with agency standards, policies and procedures.

### Duties and Key Result Areas:

* Liaise with clients to determine their needs, tailoring solutions to potentially conflicting requirements, taking personal responsibility for client satisfaction, and correcting problems promptly and in a constructive manner.
* Under limited direction, use technical expertise to lead a range of support activities/functions, or be responsible for a number of smaller projects, with independence of action within their own function, achieving results through the use and allocation of available resources, within constraints laid down by managers. (Including responsibility for results)
* Support the delivery of effective facilities management by providing records management oversight services to the State / Region:
  + Ensure there is an effective system for the maintenance and control of records for the facilities maintenance team which are reliable, accurate, compliant, relevant, current and retrievable.
  + Identify gaps in record keeping and contribute to the team’s continuous improvement in developing and introducing 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.
* Promote records management processes and procedures for the department to ensure technical information, documentation and drawings are developed, maintained and controlled to best practice standards.
* Contribute to contractor compliance management by proactively obtaining contractually-required 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.
* Undertake a broad range of property-related administrative activities to a high standard, in support of the CBIS site, state or regional team. This may include:
  + Interaction with Facilities Management systems at an expert user level as may be required for the efficient operation of the facility.
  + Interaction with the leasing team for local lease / licence agreements and stakeholder interactions.
* Maintain a consistent level of training and guidance for all administrative style team members, by way of influencing the Facilities Coordinator, 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 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.
* Take the lead role as state fleet coordinator in line with National Fleet management guidelines whilst managing the consistent provision of administrative support in respect to the site based vehicle fleet including liaising with the National Fleet Office and coordinating the team involved in undertaking fleet tasks at the local site level.
* Oversee processes and procedures utilised 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 to support the transfer of goods on and off site(s).
* Development, ongoing update and monitoring of adherence to State / Region wide procedures for general team support that may include process for monitoring team’s email inbox, distribution of requests as appropriate and escalating issues as required.
* Deliver multiple administrative support activities and services in line with agreed standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail
* Display a willingness to influence the decision of managers by recognising the need for change in initiating innovative solutions/proposals and liaise with and influence related professions to develop practices, which support the Business Unit.
* 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 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:** Sets up and maintains effective and efficient work teams and manages performance and resources, to achieve objectives. Chooses appropriate management strategies and communication styles to maintain high levels of motivation and productivity. Gives feedback for development purposes and provides support and direction for improvement.
* **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:** Plans, sets and works to meet challenging standards and goals for self and/or others. Recognises where endeavours will make the most impact or difference, decides on desired outcome and sets realistic goals to reach this target.
* **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 ability to influence individuals and teams, without direct authority, to ensure consistency of processes and practices.
2. Demonstrated experience in coordination and administration of workflows in a high-volume facilities maintenance environment.
3. Demonstrated experience in developing processes and procedures preferably related to facilities maintenance with a working knowledge of best practice management standards.
4. A working knowledge and technical understanding of building services and systems.
5. Strong organisational skills with ability to meet deadlines while managing competing priorities.
6. Demonstrated high level of interpersonal, communication and liaison skills coupled with the ability to work effectively in highly interdependent team environment.

## **Desirable:**

1. Adaptability to a changing work environment, systems and processes with commitment to continually building skills and knowledge.
2. Strong and extensive knowledge of Excel in the development of custom solutions and analytics while conversant with all Microsoft Office applications.
3. Proven experience in technical records management and document control, preferably in a facilities management context.

Special 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.

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