



# A NEW OUTLOOK FOR YOUR CAREER

## Team Leader Real Time Data Services EL1 (SITOC)

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<b>JOB REFERENCE NUMBER</b>	60004159
<b>CLASSIFICATION</b>	Executive Level Grade 1 (EL1)
<b>GROUP</b>	Community Services
<b>PROGRAM</b>	Decision Support Services
<b>LOCATION</b>	Adelaide, Brisbane, Canberra, Darwin, Hobart, Melbourne, Perth or Sydney
<b>STATUS</b>	Ongoing
<b>WORKING HOURS</b>	Full time
<b>SALARY RANGE</b>	\$98,209 to \$110,623 plus an additional 15.4% superannuation
<b>CLOSING DATE</b>	11:30pm AEST/AEDT Thursday, 21 January 2021
<b>APPLICANTS</b>	Australian Citizenship – see <a href="#">Eligibility Requirements</a>
<b>CONDITIONS</b>	N/A
<b>CONTACT OFFICER</b>	Brad Murphy, Head of Customer & Data Services <a href="mailto:brad.murphy@bom.gov.au">brad.murphy@bom.gov.au</a>
<b>VALID FROM</b>	05 January 2021

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## ABOUT US

The Bureau of Meteorology is one of the few organisations that touches the lives of all Australians and all Australia, every day. The Bureau works across Australia and remote islands, providing services from the Antarctic to beyond the equator, and from the Indian Ocean to the Pacific.

We are Australia's national weather, climate and water agency, in the Agriculture, Water and Environment portfolio of the Australian Government, operating under the authority of the Meteorology Act 1955 and the Water Act 2007. We provide data, information, knowledge, insight and wisdom to help Australians prepare and respond to the realities of their natural environment, including droughts, floods, fires, storms, tsunamis and tropical cyclones.

Our products and services include observations, forecasts, analysis and advice covering Australia's atmosphere, water, oceans and space environments. We undertake focussed scientific research in support of our operations and services. Through regular forecasts, warnings, monitoring and advice, we provide one of Australia's most fundamental and widely used public services.

We have strong relationships with our customers, partners and stakeholders in Australia, including the Australian Community and the emergency services sectors, all-levels of Government, and focus sectors including aviation, agriculture, energy and resources, national security and water.





## WORKING AT THE BUREAU

The Bureau represents a dynamic and exciting opportunity. A role with the Bureau involves:

OUR WORK	OUR PEOPLE	OUR ENVIROMENT	OUR EXPIERENCE
Purpose-driven impactful work that brings real benefit to the Australian Community, businesses and industry.	A deeply passionate and highly skilled workforce that continuously challenges the status quo to achieve greater impact and experiences for our colleagues and customers.	A world class organisation with excellent workplaces in great locations, access to cutting-edge technology and a safe and inclusive environment for everyone.	A commitment to professional development and growth, backed by clear career pathways and training opportunities, and complimented by a competitive remuneration package.

## POSITION OVERVIEW

Australia is regularly affected by severe weather events. These events are growing in frequency and severity, leading to increased economic impact, vulnerability and potential magnitude of harm.

To address this, the Bureau of Meteorology is undergoing a significant transformation to deliver a more customer centric, unified and resilient national operation. This is an exciting strategic direction for the Bureau which will transform the way we deliver services to Australian communities.

The future operating model for the Bureau will open new career pathways and enhance our culture to empower our people to learn and grow. As part of this transformation, we are introducing new roles that will assist the Bureau in delivering world class weather products and services within the newly formed Community Services Group (CSG).

This group is comprised of Decision Support Services (DSS), Environmental Prediction Services (EPS), and National Production Services (NPS) which have been configured to enable scalable, national and resilient services. The DSS program will lead customer engagement within the Community Services Group with an overarching mission to deliver tailored, relevant and timely information to enable better decision making.

The DSS program is characterised by its shared understanding of the impact that weather, water, climate and oceans have on the decisions that Bureau customers make every day.

Operating with a national capability, the program is accountable for leading engagement with the Australian community and the emergency management sector.

The Community Engagement (CE) team delivers national, regional and local communications, data services, and community engagement services and activities.

The Customer and Data Services team provides advanced data services and customer support to connect customers and partners with the most relevant data and information to support their decision making through Climate Data and Real Time Data Services.

Real Time Data Services delivers data services to the general public, emergency services, World Meteorological Organization partners, and paid customers across a range of sectors. Services include the anonymous FTP service, Registered User FTP and GIS2Web.



Reporting to the Head of Customer and Data Services, the Team Leader Real Time Data Services is responsible for managing the day-to-day delivery of this service and a small team of customer service specialists.

#### **A DAY IN THIS ROLE MIGHT INCLUDE:**

- Leading the Bureau's national real time data services capability, delivered by customer service specialists in offices across Australia.
- Maintaining an awareness of the status of services and communicate proactively to customers of any current or foreseeable issues.
- Providing quality assured real time data services to customers.
- Leading customer-driven, strategically innovative product and process management of real time data services.
- Collaborating across programs (in particular, DSS & NPS) or the wider Bureau to lead your team in delivering accurate data services in real time.
- Coordination and deployment of resources to ensure projects and services are delivered on time.
- An enduring and systematic bias to action in support of the Bureau's Workplace Health Safety and Environment (WHSE) and diversity and inclusion initiatives.

## **ROLE RESPONSIBILITIES**

The responsibilities of the role include but are not limited to:

1. The Team Leader Real Time Data Services will manage the day-to-day delivery of the data services and a small team of customer service specialists to provide services to the Australian community, our customers and partners that connect seamlessly and coherently within the Bureau's national footprint.
2. A key deliverable of this role will be to champion new ways of working in communicating and engaging directly with internal and external stakeholders to build, nurture and grow relationships. Your leadership style will reflect a pragmatic response to ensure operations are collaborative, responsive and built on the principles of innovation and continuous improvement. This includes the implementation of insights gained from customer engagement.
3. On any given day, you will be required to liaise with customers to understand their requirements and match them to the Bureau's products and services for their decision-making needs. This will require ongoing collaboration with the NPS, EPS and DSS and the Bureau's Research to Operations teams to stay informed of new products and services as they relate to the Bureau's customers and partners.
4. In this role, you will be required to pro-actively communicate any changes to our products and services with our customers and partners. This includes liaising with the Bureau's IT Operations and our customers on any disruptions to products and services. You will help drive the continuous transformation and adoption by your team and the Bureau's customers and partners to more modern technology.
5. Working with the wider DSS teams, and where necessary, the wider Bureau, you will monitor customer needs and feedback to revise the current suite of services and related policies, processors and procedures to deliver improved services to increase the impact and value to our customers and partners.
6. As a leadership position this role will provide a strategic focus for this team, creating a shared sense of purpose by demonstrating how elements contribute to higher-level goals of relevant Group Plans and the Bureau Strategy 2017-22. You will maintain consistent collaboration with your peers and demonstrate a high level of cooperation and innovation across DSS, NPS, EPS and the wider Bureau to contribute to the ongoing delivery of the Bureau's strategic directions.
7. You will develop and maintain your own expertise as a people centred leader and agile communicator whilst demonstrating a thorough understanding of development of operational



plans, risk assessment and impact analysis. As an adaptive leader you will help shape, design and implement the future ways of working.

8. The Customer and Data Services team delivers a national and seamless customer service capability to support requests for data and analysis from the wider Australian Community and small and medium enterprises. You will deliver the provision of customer service, data requests and registered users services, and improve these through monitoring performance and quality of services and products through customer focussed metrics and assessment including customer preference, experience, impact, and reputation.
9. During severe weather events, you will be committed to supporting the Bureau and our customers outside the scope of standard working hours.
10. In this role you will comply with all Bureau work, health and safety policies and procedures, and take reasonable care for your own health and safety and that of employees, contractors and visitors who may be affected by your conduct.

## SELECTION CRITERIA

The Bureau encourages applications from all suitably qualified candidates. Applications will be considered based on alignment with selection criteria, which has been matched to the APSC Work Level Standard (WLS) and the Integrated Leadership (ILS) for Executive Level 1 positions.

### Delivering to Customers

- Develop and ensure delivery of specialist data services to customers and partners.
- Manage customer and partner relationships both internally and externally, including the management of customer expectations.
- Identify, establish and implement new services and customer service systems and system improvement initiatives
- Negotiate and liaise with internal and external stakeholders to ensure positive outcomes.

### Communicates with Influence

- Communicate and negotiate with clarity and authority with colleagues, key customers, partners and stakeholders.
- Listen, understand and adapt communication style to suit varying audiences and situations.

### Technical Competency

- Good understanding or ability to quick acquire knowledge of the Bureau's products and services, particularly in relation to real time and historical data.
- Maintain and develop professional knowledge, skills and expertise.
- Able to adapt to new technology and guide changes to work practices to make them most effective

### Collaboration

- Able to work with diverse technical teams to understand and help implement changes to products and services
- The ability to work across Bureau teams to methodically identify, investigate and solve issues
- Ability to build and maintain effective internal and external networks, including the ability to consult, negotiate and liaise effectively with a diverse range of people

### DESIRABLE QUALIFICATIONS:

- Experience in, and a dedicated curiosity about, the impacts of the data services in customers' decision-making processes.
- A deep understanding of data services with complimentary knowledge, or capacity to develop, in meteorology, hydrology, oceanography and climatology.



- The ability to understand and articulate scientific and technical information as well as business and stakeholder needs and deliver relevant, high value products and services.
- Exceptional leadership and communication skills.
- Experience in leading geographically dispersed teams, and a commitment to cross team collaboration.
- A commitment to collaboration to develop new and enhanced product and service offerings, harnessing science and technology, to meet customer and Bureau requirements.
- Dedicated commitment and ability to coach, develop and mentor individuals and teams to deeply understand and articulate the needs of Bureau customers.
- A sound ability to excel in high pressure, complex and dynamic operating environments such as during transformation or disruption to service delivery technology.

#### **MANDATORY QUALIFICATIONS:**

A degree or diploma of an Australian educational institution, or a comparable overseas qualification, which is appropriate to the duties; OR other comparable qualifications, which are appropriate to the duties.

## **MERIT POOL**

The selection process will establish a merit pool that may be used to fill similar positions within 12 months.

## **HOW TO APPLY**

Applications can be lodged through [BOMCareers](#).

Your application will consist of resume, contact details for two referees and a '800-word pitch' that considers:

- position overview
- job responsibilities
- selection criteria
- relevant sections of the [Integrated Leadership System \(ILS\)](#) and [APS work level standards](#).

The Bureau is an equal opportunities employer. We will support applicants with disability through our [RecruitAbility Program](#) and will provide reasonable adjustments such as access, equipment and other practical support at relevant stages of the recruitment process.

We recognise the need for our workforce to reflect the community we serve and provide an inclusive environment that respects and values diversity and is described in our [Diversity and Inclusion Statement of Commitment](#). We strongly encourage qualified applicants from diverse backgrounds to apply.

The Bureau offers flexible working options, reasonable workplace adjustments and an Employee Assistance Program (EAP). Should you have any questions or experience any difficulties with applying online, please contact the Recruitment Team on [jobs@bom.gov.au](mailto:jobs@bom.gov.au) or phone 03 9669 4401.

## **COVID-19 RESTRICTIONS**

We understand there are unique and evolving challenges due to the current COVID-19 pandemic. The Bureau is responsive and making changes to ensure the safety of all candidates and our team.

Under the relevant legislation and guidance of the National Chief Medical Officer:



- Currently all interviews will be held via audio/video conference (across a range of platforms to accommodate personal requirements) unless otherwise advised.
- The successful candidate may be required to carry out the duties remotely for either a period or until otherwise advised.

## ADDITIONAL INFORMATION

To find out more about the employment conditions at the Bureau, please refer to the Bureau of Meteorology [Enterprise Agreement 2018](#).