

# A NEW OUTLOOK FOR YOUR CAREER



Australian Government

Bureau of Meteorology

## Observing Networks Service Manager

Executive Level 2 Lower

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<b>JOB REFERENCE NUMBER</b>	16037
<b>CLASSIFICATION</b>	Executive Level 2 (Senior Professional Officer Grade B)
<b>GROUP</b>	Data and Digital
<b>PROGRAM</b>	Observing Systems and Operations
<b>LOCATION</b>	Melbourne
<b>STATUS</b>	Ongoing
<b>WORKING HOURS</b>	Full time
<b>SALARY RANGE</b>	\$119,495 - \$134,208, plus an additional 15.4% superannuation
<b>CLOSING DATE</b>	11:30 pm AEST/AEDT Friday, 7 August 2020
<b>APPLICANTS</b>	Australian Citizenship – see <a href="#">Eligibility Requirements</a>
<b>CONTACT OFFICER</b>	Lionel Marshall - Manager, National Observing Operations Ph: (03) 9669 4731 Email: <a href="mailto:lionel.marshall@bom.gov.au">lionel.marshall@bom.gov.au</a>

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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.

Our vision is...	to achieve our mission...	by focussing on...
<p>To be an organisation of global standing, that is highly valued by the community for our pivotal role in enabling a safe, prosperous, secure and healthy Australia.</p>	<p>To provide trusted, reliable and responsive weather, water, climate and ocean services for Australia – all day, every day.</p>	<div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%; text-align: center;">   <b>Impact and value</b> </div> <div style="width: 50%; text-align: center;">   <b>Operational excellence</b> </div> <div style="width: 50%; text-align: center;">   <b>Insight and innovation</b> </div> <div style="width: 50%; text-align: center;">   <b>The Bureau way</b> </div> </div>
<div style="display: flex; align-items: center;">  <p>To contribute to a future with zero <b>lives lost</b> through natural hazards</p> </div>		<p>Contribute to \$2 billion of <b>added social and economic value</b> to the Australian community by 2022</p>



## WORKING AT THE BUREAU

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

1	OUR WORK	2	OUR PEOPLE	3	OUR ENVIROMENT	4	OUR EXPERIENCE
	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 complemented by a competitive remuneration package.

## POSITION OVERVIEW

We are seeking a highly talented and motivated Senior Officer to lead the Bureau's Observing Networks Service Management team as part of National Observing Operations (NOO) within the Observing Systems and Operations Program (OSO). This is an exciting leadership role, responsible for the efficient delivery of Technical Services support for NOO.

The Observing Networks Service Manager is responsible for the delivery of broad technical services support and innovation functions for the Bureau's composite Observing Network. The role will implement systems and processes to ensure efficient delivery of Operational Technology aligned to ITIL service management methodologies, especially problem and knowledge management, to improve the reliable operation of the observing network and to achieve quality business outcomes. This position works closely with the eight (8) Observing Operations Hubs distributed around Australia to ensure a consistent national approach to operations and maintenance.

To be successful you will:

- Have a proven track record of Operational Technology Management,
- Have a proven ability to manage delivery of technical services including development and negotiation of Service Level Agreements (SLAs).
- Have an established record of delivering outcomes within a service management framework.
- Have strong leadership skills, with experience in leading a diverse range of multi-disciplinary staff across a wide geographic area.

In achieving these primary responsibilities, the Observing Networks Service Manager is responsible for, amongst other things:

- Reporting network performance against SLAs, including monthly summary reports.



- Overseeing the development of service improvement plans to drive investment into observing networks and improve performance.
- Management of the Operations Technical Services budget, staffing and other resources.
- Supporting HSE initiatives and ensuring compliance.
- Supporting business development activities in conjunction with the Bureau's Business Solutions Group.
- High-level liaison including with the OS&O Executive and leadership team, State Managers, Hub Managers, media, etc.
- External engagement on relevant matters of interest.

This position is also responsible for leading a team that operates specialist networks, manages budgets and logistics, and monitors the overall health and performance of each component of the network. This team contributes to scientific and engineering improvement for the respective networks as well as identifying business as usual work packages for delivery through the Observing Operations Hubs to support the agreed Service Level Agreements for internal and external customers. The team establishes, monitors and reports against key performance indicators.

## ROLE RESPONSIBILITIES

With limited supervision,

1. Lead the Operational Technology Service program and team of domain specific National Operational technology managers.
2. Develop and implement Operational Technology processes to align the team's activities within the Bureau's ITIL Service Management framework.
3. Design and manage the Operational Technical Service workflows and processes that feed into the Enterprise Asset Management System. This includes the ongoing maintenance, support and lifecycle management of observational equipment.
4. Collaborate with Observing Operations Hubs to develop a nationally consistent approach to the annual program of service for each Hub.
5. Provide high-level engagement and relationship management of OSO's domestic and international stakeholders and partners.
6. Leadership of Service Improvement opportunities and activities, including business case development.
7. Perform reporting and communications as required, including drafting responses to media and ministerial, and provision of specialist policy advice to internal stakeholders.
8. Maintain the NOO risk register, including compliance and critical incident response and management.
9. Nurture and sustain relationships and cooperation with Observing Systems and Operations and Bureau stakeholders including the OS&O Executive and leadership team, Data and Digital Group, National Forecast Services and Business Solutions Group, etc.
10. Quality Management: Manage the implementation of strategies for the quality and effectiveness of products and services and the ongoing development, implementation, and continual improvement of the quality management system to achieve and maintain the ongoing certification of compliance with the ISO 9001 quality management Standard.



11. Ensure that plans, policies, and practices in relation to the various elements of the Bureau's Social Justice Strategy are applied in the work area, and that training and development programs are implemented for work area employees.
12. Complying with all Bureau work, health and safety policies and procedures, and taking 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 have been matched to the APSC Work Level Standard and Integrated Leadership Systems for Executive level 2 positions.

### Leadership

- Demonstrates and cultivates a clear sense of purpose, demonstrates a growth mindset and enables new ways of working among multidisciplinary teams
- Shows judgement, temperament, intelligence and an inclusive leadership approach
- Harnesses specialist expertise to lead teams and individuals and to execute against priorities
- Committed to the professional development of staff through proactive coaching and mentoring.

### Management Expertise

- A strong results orientation with a bias to action, fostering a culture of personal accountability.
- Is decisive, can identify risks and is able to coordinate and assume responsibility for complex operations
- Builds and leads multidisciplinary and high performing teams to deliver operational excellence
- Contributes to building a high-performing culture that values diversity, inclusion, and workplace safety.

### Resilience

- Demonstrates self-awareness and a commitment to personal development and the development of others
- Demonstrates unwavering professionalism, resilience and shows personal courage
- Shows agility and adaptability and is comfortable with an evolving operational context, seeking out opportunities to innovate and deliver improved outcomes
- Takes personal responsibility for meeting objectives and progressing work
- Commits energy and drive to see that goals are achieved.

### Collaboration

- Leads operational collaboration, harnessing knowledge and expertise from across the organisation
- Establishes and nurtures relationships with staff, colleagues, customers and partners
- Celebrates cooperation, collaboration and a 'one Bureau' approach.

### Communicates with Influence

- Communicates with clarity and authority with colleagues, key customers, partners and stakeholders



- Listens, understands and adapts communication style to suit varying audiences and situations
- Negotiates persuasively.

**Mandatory requirements:** A degree from 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 on the Bureau's [eRecruit](#) system.

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](#).