



A NEW OUTLOOK FOR YOUR CAREER

Business Relationship Manager

Executive Level 2 Lower

JOB REFERENCE NUMBER	60016337
CLASSIFICATION	Executive Level 2 (Senior Information Technology Officer Grade B)
GROUP	Data & Digital
PROGRAM	Planning & Architecture
LOCATION	Melbourne – other State & Territory offices will be considered
STATUS	Ongoing
WORKING HOURS	Full time
SALARY RANGE	\$119,495 - \$134,208, plus an additional 15.4% superannuation
CLOSING DATE	11:30pm AEST/AEDT Thursday 10 th December 2020
APPLICANTS	Australian Citizenship – see Eligibility Requirements
CONDITIONS	Successful candidate will be required to obtain and maintain a Baseline Security Clearance with the Australian Government Security Vetting Agency
CONTACT OFFICER	Peter Fattoush Manager Enterprise & Business Architecture Phone: 0408 875 438 Email: peter.fattoush@bom.gov.au



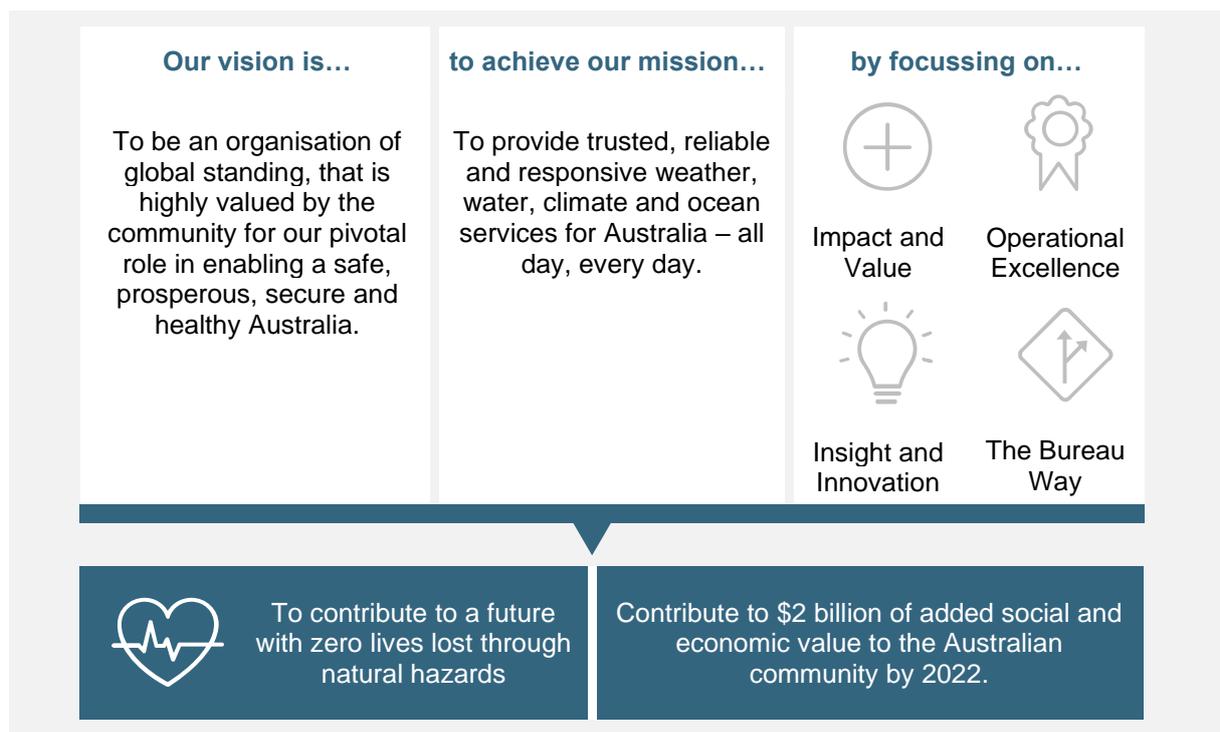
ABOUT US

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 EXPIERIENCE
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

The Bureau is seeking a Business Relationship Manager to lead the newly established Business Relationship Management capability, within the Planning and Architecture Program. The team provides a critical link between the Bureau's Data and Digital Group, comprising the agency's Information and Observation Technology and its customers, primarily internal to the Bureau.

The successful candidate will have:

- A demonstrated knowledge in Relationship Management, Account Management, Business Analysis or a similar practice with strong stakeholder engagement and communication skills;
- The ability to identify, analyse, manage, monitor and improve high-value stakeholder relations in order to target and improve mutually beneficial outcomes;
- Significant IT and business work experience with a broad range of exposure to various technical environments and business segments;
- Experience in strategic planning, business development or client management;
- Working knowledge of the industry, major business processes and key performance indicators;
- Demonstrated understanding of architecture, platforms and solutions that support the business;
- Broad understanding of current and emerging technology trends and developments;
- Strong working knowledge of relevant governance policies and practices;
- Excellent oral and written communication skills, as well as an ability to communicate effectively with various levels of staff; and
- Strong planning, financial and performance management skills.

As a member of the leadership team, the occupant will work proactively with team members to establish and mature the Business Relationship Management practice within the Bureau. This includes process improvement, governance, policy and tool development to support mechanisms that enhance desired relationship results.



ROLE RESPONSIBILITIES

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

1. Establishing, fostering, monitoring, measuring and continually improving high-value relationships with key Data and Digital Group Customer Sets that drive convergence and strategic partnering across the organisation
2. Developing and implementing stakeholder engagement and communication plans that build mutual understanding and awareness between the Data and Digital Group and key Customer Sets
3. Developing multi-year business capability roadmaps within Enterprise Architecture
4. Identifying business value when developing ideas with a focus on risk assessment, business continuity, business capability requirements and alignment with established roadmaps and business priorities
5. Dealing with problems and issues, managing resolutions, developing mediation strategies and taking corrective actions to ensure the customer continually experiences a high level of satisfaction
6. Maintaining an understanding of the strategic and operational environments within which the Data and Digital Group's services are delivered, including deep knowledge of Subject Matter Expertise, providing the ability to converge cross-functional groups to problem solve and resolve issues
7. Working with business and IT executives to define business and IT performance metrics, and measures, tracks and reports on benefits realisation and customer satisfaction levels
8. Identify and manage new business ICT initiatives through to project implementation phase
9. Assist in the development of service-level agreements (SLAs) or selection of vendors in accordance with IT standards
10. Be aware of, and apply as necessary, the principles and practices of the various elements of the Bureau's Commitment to Diversity and Inclusion, ensuring that these practices are followed throughout the program
11. 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

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 contact details for two referees and a resume that considers:

- position overview



- job responsibilities
- 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 BOMCareers@bom.gov.au

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](#).