

# A NEW OUTLOOK FOR YOUR CAREER



Australian Government

Bureau of Meteorology

## Customer Engagement Process Lead

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<b>JOB REFERENCE NUMBER</b>	60013948
<b>CLASSIFICATION</b>	Executive Level 2 lower
<b>GROUP</b>	Enterprise Services
<b>PROGRAM</b>	Customer Relationships
<b>LOCATION</b>	Melbourne preferred, negotiable.
<b>STATUS</b>	Ongoing
<b>WORKING HOURS</b>	Both full time and part time will be considered
<b>SALARY RANGE</b>	\$119,495 - \$134,208, plus an additional 15.4% superannuation
<b>CLOSING DATE</b>	11:30 pm AEST/AEDT Date 2020
<b>APPLICANTS</b>	Australian Citizenship – see <a href="#">Eligibility Requirements</a>
<b>CONDITIONS</b>	Baseline security clearance
<b>CONTACT OFFICER</b>	Kate Dalton General Manager, Customer Relationships Ph: 0448 750 556 Email: <a href="mailto:Kate.Dalton@bom.gov.au">Kate.Dalton@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 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.

### to achieve our mission...

To provide trusted, reliable and responsive weather, water, climate and ocean services for Australia – all day, every day.

### by focussing on...



Impact and value



Operational excellence



Insight and innovation



The Bureau way



To contribute to a future with zero **lives lost** through natural hazards

Contribute to \$2 billion of **added social and economic value** to the Australian community by 2022



## WORKING AT THE BUREAU

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



## POSITION OVERVIEW

This is an exciting opportunity for an experienced and motivated professional, with deep understanding of, and passion for customers, and a strong commitment to optimising the value and impact of weather, water, climate and ocean products and services for the Bureau’s customers.

Within the Enterprise Services Group and the Customer Relationships Program, this role will work closely with the Product Management Lead and the Customer Relationship Management (CRM) system Lead to ensure alignment across the teams. Working closely with the key transformation programs of ICT (ROBUST) and the Public Services Transformation will be an essential part of day to day activities.

The Customer Engagement Process Lead will focus on validating, uplifting, and communicating customer engagement processes, and creating and testing materials and collateral to support the customer facing teams. The successful candidate will also lead customer engagement skill development to grow Bureau capabilities in developing and managing a deep understanding of customer needs; and engaging professionally with our customers. This includes improving existing engagement processes, skills, and tools, to uplift the way we engage with our customers

The Bureau is committed to deeply understanding its customers' needs, and to create impact and value. Products and services constantly evolve and require customer insights for product managers. This role supports teams to build strong customer relationships and elicit customer insights to feed the product management cycle and improve the measurement of satisfaction and success.

The Bureau has recently adopted the Microsoft Dynamics 365, Customer Relationship Management (CRM) system to formally manage customer engagement, to ensure a seamless customer experience. The Customer Engagement lead will be responsible for ensuring business processes are fit for purpose, utilising new ways of working and adjust as we transform to Resilient National Operations.

The successful candidate will likely have experience in a commercial setting, involving products and services of both a transactional and long-term nature, delivered via multiple channels with a heavy focus on digital, and will hold excellent collaboration and influencing skills, with a partnership and collaboration mind-set.



## ROLE RESPONSIBILITIES

Under limited direction, the responsibilities of the role include but are not limited to:

1. Mature and improve systems and processes that support a deeper understanding of the Bureau's customers; ensuring that this understanding is systematically and effectively shared and utilised across the Bureau.
2. Drive an uplift in customer engagement skills across the Bureau, enabling the Bureau's transformation to an externally focused, customer-facing organisation that provides an outstanding customer experience.
3. Lead development and delivery of the business processes aligned to new ways of working with the CRM and opportunity pipeline management and work closely with Finance and Legal to streamline commercial management, pricing and contracting processes.
4. Support the transformation agenda of the Customer Experience workstream within the Public Services Transformation program.
5. Work collegiately with team members across the organisation to achieve agreed outcomes for the Customer Relationship Program and the Bureau's strategic objectives.
6. Demonstrate commitment to APS Values, Employment Principles, Code of Conduct, and the Bureau's Social Justice Strategy.
7. 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 EL2 positions.

### Specialist knowledge

- Demonstrated experience in building and nurturing strategic business relationships, particularly in technical or scientific markets, with the ability to lead customer engagements.
- Demonstrated experience in systematically analysing engagement methods to increase productivity, reduce risk and create an outstanding customer experience.

### Shapes strategic thinking

- Demonstrated high level ability to anticipate, identify and analyse current and emerging issues and to translate data and insights into sound advice.
- Demonstrated strategic and operational planning skills within a complex organisational environment.



### **Achieves results**

- Excellent coordination, facilitation, and organisational skills, with a proven track record of achieving results, multi-tasking and working to deadlines, particularly in relation to transformation project work and business processes.
- Demonstrated sound judgement, temperament, attention to detail, flexibility, resilience, and common-sense.

### **Cultivates productive working relationships**

- Demonstrated leadership skills for inspiring, developing and nurturing effective relationships, and collaborating and influencing others.
- An ability to deliver outcomes dependent on the support and cooperation of teams and individuals beyond your immediate span of control.

### **Exemplifies personal drive and integrity**

- Demonstrates personal drive and integrity, showing initiative and taking personal responsibility for delivering objectives.

### **Communicates with influence**

- Excellent communication skills with the proven ability to translate complex information into simple and easy to understand messages.
- An ability to prepare and present effective executive-level papers, business cases, and proposals as well as to develop effective tools and templates in support of business process strengthening

### **Desirable qualifications:**

A relevant degree from an Australian educational institution, or a comparable overseas qualification, would be desirable.

Experience with Microsoft Dynamics is also an advantage

## **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 '500-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](#).