

AWARD CLASSIFICATIONS

A SIMPLE GUIDE

EMPLOYEES OTHER THAN PHYSICAL / COMMUNITY SERVICES EMPLOYEES

Classification Bands 3 to 5

Key Classification Criteria BAND 3A – 3D	Key Classification Criteria BAND 4A – 4C	Key Classification Criteria BAND 5A – 5D
Accountability and Extent of Authority Essentially doing jobs and are often the providers of information and support to clients and/or to more senior employees. The work is performed <u>within specific guidelines and under general supervision</u>. The freedom to act is limited by standards, procedures, the content of the position description and the nature of the work assigned to the position from time to time. Nevertheless employees in this Band should have sufficient freedom to plan their work at least several days in advance. Outcomes of work are readily observable. The effect of decisions and actions taken in this Band is usually limited to a localised work group or function.	Accountability and Extent of Authority Some positions in this Band are essentially doing jobs and are often the providers of information to clients and/or information and support to more senior employees. Some positions may also supervise resources including other employees and/or regulate clients. The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time. The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures. Employees in this Band should have sufficient freedom to plan their work at least a week in advance. The effect of decisions and actions are usually limited to a localised work group or function, individual jobs or clients, or to internal procedures and processes.	Accountability and Extent of Authority May supervise resources, other employees or groups of employees and/or provide advice to or regulate clients and/or give support to more senior employees. In positions where the prime responsibility is for resource supervision, the freedom to act is governed by clear objectives and/or budgets, frequent prior consultation with more senior staff and a regular reporting mechanism to ensure adherence to plans. In positions where the prime responsibility is to provide specialist advice to clients or to regulate clients, the freedom to act is subject to close supervision or to clear guidelines. The effect of decisions and actions taken on individual clients may be significant but the decisions and actions are always subject to appeal or review by more senior employees. In positions where the prime responsibility is to provide direct support and assistance to more senior employees, the freedom to act is not limited simply by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of the employees being supported.

Key Classification Criteria BAND 3A – 3D	Key Classification Criteria BAND 4A – 4C	Key Classification Criteria BAND 5A – 5D
Judgement and Decision Making The nature of the work is clearly defined with procedures well understood and clearly documented. The particular tasks to be performed may involve selection from a limited range of existing techniques, systems, equipment, methods or processes in a defined range of recurring work situations. Guidance and advice is always available Specialist Knowledge and Skills These positions require proficiency in the application of standardised procedures, practices and/or in the operation of equipment or knowledge of the use of plant which requires the exercise of a limited degree of skill. An understanding may be required of the function of the position within its organisational context, including relevant policies and procedures.	Judgement and Decision Making Objectives of the work are well defined. For Supervisors, the process often requires the quantification of the amount of resources needed to meet those objectives. Guidance and advice are always available within the time available to make a choice. Specialist Knowledge and Skills An understanding of the relevant technology, procedures and processes used within their operating unit. An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents and an understanding of the goals of the unit in which they work and where appropriate, an appreciation of the goals of the wider organisation. Proficiency in the application of standardised procedures practices, Acts and Regulations and an understanding of relevant precedents, previous decisions	Judgement and Decision Making Objectives of the work are usually well defined The work may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience. Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required. Guidance and advice would usually be available within the time required to make a choice. Specialist Knowledge and Skills Supervisors in this Band require an understanding of the relevant technology, procedures and processes used within their operating unit. Specialists and employees involved in interpreting regulations require an understanding of the underlying principles involved as distinct from the practices. Support employees also require an understanding of the role and function of the senior employees to whom they provide support an understanding of the long-term goals of the unit and appreciation of the goals of the organisation.

Key Classification Criteria BAND 3A – 3D	Key Classification Criteria BAND 4A – 4C	Key Classification Criteria BAND 5A – 5D
Management Skills Require basic skills in managing time and planning and organising one's own work so as to achieve specific and set objectives in the most efficient way within resources available and within a set timetable. Employees in this Band may assist other employees by providing guidance, advice and training on routine technical, procedural or Administrative/Professional matters Interpersonal Skills Require skills in oral and written communication with clients, other employees and members of the public and in the resolution of minor problems.	Management Skills All positions necessitate skill in managing time and planning and organising one's own work. The employee must have a basic knowledge of personnel practices and be able to provide employees under their supervision with on-the- job training and guidance. Interpersonal Skills Require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well defined activities and in the supervision of employees where applicable. Require skills in written communication to enable the preparation of routine correspondence and reports if required.	Management Skills Require skills in managing time, setting priorities and planning and organising one's own work and in appropriate circumstances that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable. Where supervision is part of the job, the position requires an understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees training and development. Interpersonal Skills Require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well defined activities and in the supervision of other employees where appropriate. Expected to write reports in their field of expertise and/or to prepare external correspondence.

Key Classification Criteria BAND 3A – 3D	Key Classification Criteria BAND 4A – 4C	Key Classification Criteria BAND 5A – 5D
Qualifications and Experience The skills and knowledge needed for entry to this Band would normally be acquired through four years of secondary education plus a short industry based training course or some on-the-job training. With respect to Child Care Workers, satisfactory completion of a Certificate III in Children’s Services, or knowledge and skills gained through on-the-job training of at least 12 months commensurate with the requirements of work in this Band.	Qualifications and Experience The skills and knowledge needed for entry to this Band are beyond those normally acquired through secondary education alone. Typically they would be gained through completion of a post- trade certificate or other post secondary qualification below diploma or degree or knowledge and skills gained through on-the-job training commensurate with the requirements of the work at this Band	Qualifications and Experience The skills and knowledge needed for entry to this Band are beyond those normally acquired through completion of secondary education alone. They might be acquired through completion of a degree or diploma course with little or no relevant work experience, or through lesser formal qualifications with relevant work skills, or through relevant experience and work skills commensurate with the requirements of the work in this Band

POSITIONS OTHER THAN - PHYSICAL / COMMUNITY SERVICES - BAND 3 TO 5

Band 3A to 3D	Band 4A to 4D	Band 5A to 5D
Typical Positions	Typical Positions	Typical Positions
▪ Records Management Support Officer ▪ Civic Attendant ▪ PAG Activities Worker / Program Assistant ▪ Customer Service Officer – Library ▪ Admin Officer – Family Day Care ▪ Admin Officer – Food Services ▪ Front of House – Casual	▪ Parking Management Officer ▪ General Local Laws Officer ▪ Front of House Supervisor ▪ Administration Support Officers ▪ Customer Service Officer ▪ Records Management Officer ▪ Finance Officer – Accounts Payable ▪ Property Revenue Officer ▪ Parking Management Officer ▪ Residential Amenity Officer ▪ Community Care Support Officer ▪ Works Inspector	▪ Governance Officer ▪ Customer Service Centre Coordinator ▪ Personal Assistants – Directors ▪ Waste Education Officer ▪ Assistant Curator ▪ Information Librarian ▪ Communications Officer ▪ Property Officer ▪ Drainage Planning Officer ▪ Youth Services Worker ▪ Planning Officer ▪ Asset management Officer