

ANNEXURE B

WORK LEVEL STANDARDS

ADMINISTRATIVE OFFICER, CLASS 1 TO 4

December 1987

ADMINISTRATIVE OFFICER, CLASS 1 TO 4

GROUP STANDARD

DEFINITION

The work of positions in this group involves the undertaking of operational, administrative and/or supervisory functions involved in keyboard, clerical or administrative tasks.

FEATURES

The Administrative Officer Group work in an environment which is focussed primarily on an Administrative support role and includes:

- . provision of office services such as: typing and keyboard work (data entry and editing) stenographic and secretarial services and office systems management (eg records managements);
- . administrative work ranging from simple operations such as collation of documents, to the more complex including financial and personnel administration;
- . research work, performed under supervision, either as a member of a team or independently on a small project, comprising collection and analysis of data, reporting and presentation of results;
- . policy development and implementation, planning, budgetary preparation and monitoring; and
- . first line management of operational units.

Work at any of the four levels in the structure may involve the use of keyboard equipment. The higher the classification the more likely it is that the use of a keyboard is as a tool to assist in performing other higher level duties rather than being the main feature of the job. Many jobs in each level involve a combination of keyboard and other clerical or administrative duties.

Occupants of positions at the higher levels in the structure are expected to exercise some discretion over the control of their own work and, if in a supervisory position, over the work of others. They will be capable of working independently, forming judgements about priorities and procedures, and representing these views.

TRAINING, SKILLS AND ATTRIBUTES

The work at this level includes professional work which may require the use of technical or professional knowledge. There are, however, no mandatory qualifications for positions in this group. For positions in the higher levels a knowledge of the roles and functions of the relevant work area would be expected and proficient skill levels to meet technical requirements of the position.

Qualifications which may be appropriate for performance of the work include amongst others, those in fields such as commerce, industrial relations, business or public administration, accounting and economics.

Where positions involve supervisory functions supervisory skills would be required together with interpersonal skills commensurate with the level of responsibility.

CLASSIFICATION

The range and the level of functions undertaken will vary between levels according to the degree of skill, responsibility and knowledge involved. The classification level will be determined by reference to the significance of the function of the position and other features of the work reflected by an analysis of factors relevant to work value.

The classification of a position is determined by the highest function regularly performed, and by taking into account factors such as:

- . the role of the position and the activities carried out;
- . the difficulty and complexity of the work performed;
- . training, knowledge, skills and experience required to do the job;
- . level of supervision received and given;
- . level and form of advice or recommendations given and its impact on subsequent decisions;
- . the guidelines available to do the job;
- . any delegations;
- . resource accountability and decision making powers; and
- . level of co-ordination, liaison and negotiation required in the position.

TERMS USED

Supervision/Supervise:

Supervision is the exercise of leadership by personally overseeing the work of others. Implicit in this is the responsibility to ensure:

- adequate two-way communication processes are established between supervisory levels and staff;

- staff compliance with corporate policies, instructions and guidelines in relation to conduct, work practices and procedures; and
- the attainment and maintenance of a level of operational performance that accords with pre-determined criteria.

Accordingly, it is the responsibility of every supervisor to monitor functions under his/her control with the aim of indentifying and resolving problems in relation to staff conduct, work practices and procedures or other matters which impact on the efficient operation of the work area. This requires that supervisors at all levels, subject to the requirements of corporate policies and within the limits of authority as specified in Delegations, work level standards and other approved documentation, undertake the following functions:

- staff counselling;
- initiate staff development and training programmes;
- participate in staff selection and report on conduct diligence and efficiency;
- exercise disciplinary measures; and
- deal with industrial representations.

UNDER GENERAL DIRECTION

A person under general direction normally undertakes a range of tasks, and receives general instruction for each task. Discretion in selecting the most appropriate method and sequence of completing the task is normal.

Conformity with instructions is measured by means of physical inspections and satisfactory completion of allocated tasks.

Although those working under general direction are expected to be competent, there will be variations to the levels of experience which will necessitate some variation in the degree of general direction.

UNDER LIMITED DIRECTION

A person under limited direction will normally be given a clear statement of an objective for an activity and will require little guidance during the performance of the work. Conformity with instructions is usually measured in terms of the achievement of stated objectives to agreed standards.

WITHIN BROAD GUIDELINES

A person working within broad guidelines will normally be given a statement of the most important overall continuing results that must be accomplished in a major category of work. Those working within broad guidelines are expected to develop and achieve objectives and standards for specific functions under their control that will ensure the attainment of the critical results required by higher levels of management.

Conformity with the broad guidelines is measured in terms of results obtained and the significance of the contribution to the achievement of critical objectives established by management.

LEADING HAND

The term 'Leading Hand' indicates that an employee who fills such a role is responsible for undertaking the duties assigned to the particular job of work and for leading/guiding other employees as well.

The important factor to be recognised is that besides undertaking normal work, a leading hand:

- assigns tasks to staff allocated to the work group consistent with operational requirements and job rotation; and
- ensures achievement of work performance levels and that work assigned to the work group is completed within prescribed standards.

ADMINISTRATIVE OFFICER, CLASS 1 (ADMIN 1)

WORK LEVEL STANDARD

DEFINITION

Under general direction, perform work requiring the application of basic office skills and routines including, where appropriate, the use of keyboard-based equipment.

FEATURES

This is the major entry point for the administrative structure and serves both as an operative support level and as a job familiarisation level. At this level staff perform duties in accordance with specific guidelines and generally under direct supervision. The Functions at this level will usually comprise of the performance of less complex tasks involving a combination of activities including keyboard and non-keyboard duties. All work is subject to review by supervisors and work decisions that require exceptions to guidelines are referred to supervisors for resolution.

TRAINING, SKILLS AND ATTRIBUTES

There are no mandatory qualifications for entry to this level. The duties to be performed will require basic skill levels in reading, writing and numeracy. Higher educational qualifications or keyboard skills are recognised by incremental advancement.

TYPICAL DUTIES

Typical duties would include:-

- . filing and maintaining records, photocopying, sorting and delivery of correspondence;
- . entering, deleting, editing of text or data using a keyboard;
- . assisting in the collation or updating of statistics, accounting documents, personnel forms or other operational documents;
- . preparation of simple correspondence;

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ADMINISTRATIVE OFFICER, CLASS 2 (ADMIN 2)

WORK LEVEL STANDARD

DEFINITION

Under limited direction, perform a range of work which requires understanding of and skills in routine office work or keyboard functions. Positions at this level may include minor supervisory duties in a 'leading hand' role.

FEATURES

The Administrative officer, Class 2 generally undertakes tasks within a specific field of activity and with specified objectives. Work is governed by established procedures, guidelines and instructions, but minor rearrangement of work sequences may be required in the achievement of objectives. Most work situations are of a recurring nature and problems resolved by recourse to precedent and guidelines.

Supervision would be general in nature. Staff at this level would be required to interpret less complex rules, instructions and procedures, and be capable of providing basic advice and service to client groups. At this level staff would not normally have a supervisory role although, in certain circumstances, a 'leading hand' role may be appropriate.

TRAINING, SKILLS AND ATTRIBUTES

At this level staff would be expected to have an understanding of the basic functions and roles of the work area together with proficient skill levels to meet technical requirements. Basic interpersonal and communication skills applicable to work area or related work areas.

TYPICAL DUTIES

Typical duties may include:-

- . perform more complex records management functions;
- . perform more complex keyboard functions using computers or word processors;
- . maintain work flows and priorities in administrative areas;
- . prepare correspondence and minor reports;
- . arrange travel, accommodation, meetings, conferences;
- . undertake statistical analyses, preparation of accounting, personnel, or operational forms and documentation, provide administrative support including shorthand.

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ADMINISTRATIVE OFFICER, CLASS 3 (ADMIN 3)

WORK LEVEL STANDARD

DEFINITION

Under limited direction, perform a range of duties requiring a knowledge of a particular clerical/administrative task or activity. Positions at this level may include a supervisory role with responsibilities for a group of staff on a daily basis.

FEATURES

The Administrative officer, Class 3 are generally involved in the performance of tasks in key positions in common work streams (eg, personnel, finance and accounting, field units).

Positions are, at this level, allowed some flexibility in the interpretation of guidelines and allocation of resources to achieve objectives. However, work is normally clearly defined and does not generally depart from precedent.

Staff working in positions at this level are expected to exercise higher order skills such as judgement and discretion. Staff may be required to assist in devising and/or adapting procedures and guidelines for the work unit. Supervision is limited, but guidance is close at hand.

This level is the first with discrete supervisory functions involving responsibilities for supervising subordinate staff at the Class 1 and Class 2 levels.

Those positions that feature supervisory responsibilities may undertake some operational work similar to that undertaken by subordinates. In such cases the supervisor will concentrate on the more complex aspects of the work. Where a position involves keyboard and/or shorthand skills these must be combined with supervisory tasks or operational work comparable to other highest function duties at this level.

TRAINING, SKILLS AND ATTRIBUTES

At this level staff would be expected to have demonstrated familiarity with processes, systems and standard routines. Together with administrative skills, and relevant technical knowledge, staff at this level would be expected also to have an understanding of the work flows and roles of the functional area and a broad knowledge of functions of interrelated functional areas.

For supervisory staff basic supervisory skills would be required and the ability to communicate effectively to resolve day to day problems; achieve set targets/objectives; and co-ordinate work with other work units.

TYPICAL DUTIES

Typical duties may include:-

- . provide high level administrative support to executive and senior management;
- . supervise the activities of subordinate staff including the selection, training and monitoring of group performance against objectives;
- . undertake the preparation of detailed plans, budgets, guidelines for implementation of Corporate and/or State policies;
- . undertake a range of clerical tasks and minor projects involving preparation of internal and external correspondence, research material and analytical data;
- . undertake administrative work associated with the processing of accounting, personnel and operational documentation;
- . assist in the delivery of training programmes or business and sales campaigns.

ADMINISTRATIVE OFFICER, CLASS 4 (ADMIN 4)

WORK LEVEL STANDARD

DEFINITION

Within broad guidelines, undertake a range of duties involving the application of knowledge, methods, skills and techniques including minor project work, provision of administrative support to senior officers or undertaking administrative tasks in a specific work stream. Positions at this level may include a supervisory role.

FEATURES

This level features the first line of management or functional responsibilities for operational areas and project responsibilities in advisory positions.

At this level flexibility of choice of course of action is featured, but within guidelines, policies and approved procedures, that are generally well defined.

In line areas responsibility for a range of operations, or alternatively a single complex operational function, may be a feature of positions at this level.

There may be latitude in modifying practice and day to day activities of staff, but performance would be monitored against objectives and resource allocations. At this level there would be accountability for broader interaction with other work groups, operational units, administrative areas and customers.

In administrative/advisory positions problem resolution would be required. Problems would be generally well defined and resolutions found by recourse to the application of established guidelines, systems or technical precedent. At this level recommendations of options, with regard to development of more complex policy matters, would be expected which will influence the decisions of others including supervisors and higher management levels.

TRAINING SKILLS AND ATTRIBUTES

At this level staff would be expected to have demonstrated proficiency in the use of established technical, administrative or operational processes. Several years training and/or expertise in the relevant field of activity would be desirable.

Good interpersonal and communication skills would be necessary to obtain co-operation/assistance of others to achieve results and to maintain a flow and exchange of information.

Line positions would require supervisory or management training and/or experience.

Advisory positions would require well developed research, written and oral presentation skills.

TYPICAL DUTIES

Typical duties may include:-

- . first line management of an operational unit in, for example, data processing; finance and accounting; personnel operations; field areas or similar;
- . undertake, or assist in undertaking, complex projects involving the development of policies, guidelines, procedures and practices for use in operational and administrative areas;
- . undertake, or assist in undertaking, complex data collation and analysis for financial, statistical or research purposes and prepare reports accordingly with findings and/or recommendations;
- . undertake, or assist in undertaking, reviews and investigations for the purposes of developing reports or other documentation for consideration by senior management;
- . undertake the preparation of detail plans, budgets, programmes and guidelines for the implementation of Corporate and/or State policies, for example, staff development, sales, promotion and OH&S programmes.

SUPPORT SERVICES STRUCTURE

WORK LEVEL STANDARDS

SEPTEMBER 1990

SUPPORT SERVICES STRUCTURE

WORK LEVEL STANDARDS

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WORK LEVEL STANDARDS
SUPPORT SERVICES OFFICER, GRADES 1 TO 4

SEPTEMBER 1990

SUPPORT SERVICES OFFICER, GRADES 1 TO 4

GROUP STANDARD

DEFINITION

The work of positions in the Support Services Officer Group involves the performance of a variety of tasks associated with cleaning, labouring, lift attendant and watching activities.

The work of this Group, above the base level, includes the control of staff, planning, allocation and utilisation of resources, equipment and materials. It may also include responsibilities designed to ensure that the support services function is performed in a timely, efficient and cost effective manner.

TRAINING, SKILLS AND ATTRIBUTES

A person recruited as a Support Services Officer, Grade 1 or selected for higher positions in the Support Services Group is required to have meet the relevant recruitment and selection standards as specified in the conditions of entry and advancement section of the Personnel Policies and Procedures Manual and the established selection criteria for the concerned designations. In summary, the requirements for the Support Services Group are:-

- . Support Services Officer, Grade 1:
 - Confirmation in the level is subject to satisfactory performance during on the job training and in performance of the duties of the level to the specified standard.
- . Support Services Officer, Grade 2:
 - ability to lead and develop a small work group; and
 - knowledge of, and experience and expertise in support services operations.
- . Support Services Officer, Grade 3:
 - ability to lead and develop a work group; and
 - knowledge of, and experience and expertise in support services operations.

Support Services Officer, Grade 4:

- ability to lead and develop a large work group; and
- detailed knowledge of, and extensive experience and expertise in support services operations.

Subject to individual ability and application, the opportunity exists for persons at the base level to aspire to supervisory positions in the Support Services Group.

TERMS USED

Supervision/Supervise:

Supervision is the exercise of leadership by personally overseeing the work of others. Implicit in this is the responsibility to ensure:

- adequate two-way communication processes are established between supervisory levels and staff;
- staff compliance with corporate policies, instructions and guidelines in relation to conduct, work practices and procedures; and
- the attainment and maintenance of a level of performance that accords with predetermined criteria.

Accordingly, it is the responsibility of every supervisor to monitor functions under his/her control with the aim of identifying and resolving problems in relation to staff conduct, work practices and procedures or other matters which impact on the efficient operation of the work area. This requires that supervisors at all levels undertake the following functions, subject to the requirements of corporate policies and within the levels of authority as specified in Delegations, work level standards and other approved documentation:

- undertake staff counselling;
- initiate staff development and training programmes;
- participate in staff selection and report on conduct, diligence and efficiency;
- exercise disciplinary measures;
- deal with industrial representation; and
- develop and encourage harmonious working relations in line with the principles of Industrial Participation.

Under General Direction

A person under general direction normally undertakes a range of routine tasks and receives general instructions for each task. Discretion in selecting the most appropriate method and sequence of completing the task is normal.

Conformity with instructions and specified standards may be measured by means of physical inspection and satisfactory completion of allocated tasks by the immediate supervisor. Although those working under general direction are expected to be experienced and competent, there will be variations to the levels of experience which will necessitate some variation in the degree of general direction.

Under Limited Direction

A person under limited direction will normally be given a clear statement of an objective for an activity and will require little guidance during the performance of the work. Conformity with instructions is usually measured in terms of the achievement of stated objectives to specified standards.

Leading Hand

The term 'leading hand' indicates that an employee who fills such a position is responsible for both undertaking the duties assigned to the particular job of work and for leading/guiding other employees as well.

The important factor to be recognised is that besides undertaking normal support services work, a leading hand:

- assigns tasks to staff allocated to the work group consistent with operational requirements and job rotation; and
- ensures achievement of work performance levels and that work assigned to the work group is completed within prescribed standards.

The leading hand leads a team by example, guides and coaches members of the group under his/her control. The role of the leading hand can be summarised as follows:-

a. Decision Making:

A leading hand is required to make decisions (that is, reach conclusions and make judgements) in the course of the day's work regarding how an assigned job of work should be undertaken.

b. Communication:

A leading hand should pass on to his/her immediate supervisor any information concerning operational problems/changes etc. relating to the efficient operation of the work area. A leading hand is also responsible for communicating information to staff working under his/her control.

c. Guiding:

A leading hand is expected to be experienced and competent in performing the specific tasks and duties allocated to their positions and is also expected to play an active role in developing, guiding and instructing those under his/her control.

d. Safety:

A leading hand is expected to be fully conversant with existing safety procedures and to require staff to follow established safe working practices and procedures at the workplace.

e. On-The-Job Training:

A leading hand is required to provide on-the-job instruction to Support Services Officers in the course of their normal duties.

f. Staff Relations:

A leading hand is expected to set a good example to sub-ordinates and to foster the development of a team-work approach within the group controlled. A leading hand is required to assist each group member to achieve and maintain acceptable standards of performance and conduct.

Subject to the requirements of corporate policies and within the limits of authority as specified in Delegations, Work Level Standards and other approved documentation, a leading hand should endeavour to resolve any problems in relation to conduct, work practices or procedures with the staff concerned in the first instance. However, if problems persist or more significant problems occur, it is the responsibility of the leading hand to bring such cases to the attention of the relevant supervisor.

SUPPORT SERVICES OFFICER, GRADE 1WORK LEVEL STANDARDDEFINITION

Under general direction, perform basic multi-skilled activities associated with cleaning, labouring, lift attending and watching activities.

TRAINING, SKILLS AND ATTRIBUTES

A person selected as a Support Services Officer, Grade 1 must meet the relevant recruitment and selection standards as specified in the conditions of advancement section of the Personnel Policies and Procedures Manual and the established selection criteria. In summary a person must have:

- Satisfactory completion of the on-the-job induction programme; and
- Confirmation in the level is subject to satisfactory performance during on-the-job training and in performance of the duties of the level to the specified standard.

TYPICAL DUTIES

The duties listed below are typical of the Support Services Officer, Grade 1 level. The occupant of the position may be required to perform some or all of the duties:-

- Perform duties of an unskilled manual nature.
- Assist in the care and maintenance of grounds, gardens, lawns, paths and areas eg. cutting grass and lawns, watering, digging etc.
- Collect and dispose of waste material from buildings, sites, etc.
- Assist in the movement of furniture, stores equipment, machines, etc.
- Dust, wash, polish, sweep and/or clean surfaces including floors, glazed surfaces, partitions, fittings and equipment in offices, workshops, Post Offices, Mail Centres etc.

- Take charge of and drive passenger and/or goods lifts.
- Report any noticeable defects in lift operation.
- Answer routine enquiries and direct enquirers to appropriate sections.
- Patrol and watch Australia Post premises to guard them against theft, fire or flood.
- Control entry to Corporate premises of -
 - . unauthorised persons; and
 - . authorised persons outside normal working hours.
- Attend night security alarm systems.
- Warn pedestrians and facilitate flow of inwards and outwards vehicular traffic.
- Maintain a safe working environment and adhere to safe work practices.

SUPPORT SERVICES OFFICER, GRADE 2WORK LEVEL STANDARDDEFINITION

Under limited direction, supervise the work of a group of Support Services Officers where the number of (full-time staff equivalents including the Support Services Officer, Grade 2 position) is more than one and no more than eleven.

TRAINING, SKILLS AND ATTRIBUTES

A persons selected for a Support Services Officer, Grade 2 position is required to have met the relevant selection standards as specified in the conditions of entry and advancement section of the Personnel Policies and Procedures Manual and the established selection criteria. In summary, a Support Services Officer, Grade 2 must have:

- ability to lead and develop a small work group; and
- knowledge of, and experience and expertise in support services operations.

FEATURES

A Support Services Officer, Grade 2 in the performance of his/her duties may be required to undertake the functions of a leading hand.

TYPICAL DUTIES

The duties listed below are typical of the Support Services Officer, Grade 2 level. The occupant of the position may be required to perform some or all of the duties:

- . Supervise a group of Support Services Officers and ensure that work performed is carried out satisfactorily and efficiently.
- . Determine priorities for tasks and allocate staff to perform tasks.
- . Provide on-the-job training.
- . Inspect and supervise work of subordinate staff. Prepare reports and initiate corrective action where necessary.
- . Test and report on new work methods, equipment and materials.

- . Undertake responsibility for the custody, issue and record of keys, including duplicate keys.
- . Order and issue, stores/materials and protective clothing.
- . Inspect equipment/stores and protective clothing and report defects.
- . Arrange for repairs and maintenance of support services equipment.
- . As required, arrange in conjunction with the manager/supervisor the replacement of equipment and stores.
- . Assist the manager in the check of accounts submitted by contractors for repairs and maintenance of support services equipment and stores.
- . Ensure that support services records, documents etc are maintained.
- . Undertake routine clerical work associated with the supervisory function.
- . As required, organise the allocation of relief support services staff.
- . Maintain a safe working environment and adherence to safe work practices.
- . As a leader of the group, maintain a harmonious industrial relations climate in line with the principles of Industrial Participation and foster and develop team spirit.
- . As required, perform the functions of the Support Services Officer, Grade 1 level.

SUPPORT SERVICES OFFICER, GRADE 3WORK LEVEL STANDARDDEFINITION

Under limited direction, supervise the work of a group of Support Services Officers where the number of full-time staff equivalents (including the Support Services Officer, Grade 3 position) is more than eleven and no more than twenty one.

TRAINING, SKILLS AND ATTRIBUTES

A person selected for a Support Services Officer, Grade 3 position is required to have met the relevant selection standards as specified in the conditions of entry and advancement section of the Personnel Policies and Procedures Manual and the established selection criteria. In summary, a Support Services Officer, Grade 3 must have:

- ability to lead and develop a work group; and
- knowledge of, and experience and expertise in support services operations.

FEATURES

A Support Services Officer, Grade 3 in the performance of his/her duties may be required to undertake the functions of a leading hand.

TYPICAL DUTIES

The duties listed below are typical of the Support Services Officer, Grade 3 level. The occupant of the position may be required to perform some or all of the duties:-

- . Supervise a group of Support Services Officers and ensure that work performed is carried out satisfactorily and efficiently.
- . Determine priorities for tasks and allocate staff to perform tasks.
- . Provide on-the-job training.
- . Inspect and supervise work of subordinate staff. Prepare reports and initiate corrective action where necessary.
- . Test and report on new work methods, equipment and materials.

- . Undertake responsibility for the custody, issue and record of keys, including duplicate keys.
- . Order and issue, stores/materials and protective clothing.
- . Inspect equipment/stores and protective clothing and report defects.
- . Arrange for repairs and maintenance of support services equipment.
- . As required, arrange in conjunction with the manager/supervisor the replacement of equipment and stores.
- . Assist the manager in the check of accounts submitted by contractors for repairs and maintenance of support services equipment and stores.
- . Ensure that support services records, documents etc are maintained.
- . Undertake routine clerical work associated with the supervisory function.
- . As required, organise the allocation of relief support services staff.
- . Maintain a safe working environment and adherence to safe work practices.
- . As a leader of a group, maintain a harmonious industrial relations climate in line with the principles of Industrial Participation and foster and develop team spirit.
- . As required, perform the functions of the Support Services Officer, Grade 1 level.

SUPPORT SERVICES OFFICER, GRADE 4WORK LEVEL STANDARDSDEFINITION

Under limited direction, and working as a leading hand supervise the work of a group of Support Services Officers where the number of full-time staff equivalents (including the Support Services Officer, Grade 4 position) is more than twenty one.

TRAINING, SKILLS AND ATTRIBUTES

A person selected for a Support Services Officer, Grade 4 position is required to have met the relevant selection standards as specified in the conditions of entry and advancement section of the Personnel Policies and Procedures Manual and the established selection criteria. In summary, a Support Services Officer, Grade 4 must have:

- ability to lead and develop a large work group; and
- detailed knowledge of, and extensive experience and expertise in support services operations.

FEATURES

A Support Services Officer, Grade 4 in the performance of his/her duties may be required to undertake the functions of a leading hand.

TYPICAL DUTIES

The duties listed below are typical of the Support Services Officer, Grade 4 level. The occupant of the position may be required to perform some or all of the duties:

- . Supervise a group of Support Services Officers and ensure that work performed is carried out satisfactorily and efficiently.
- . Determine priorities for tasks and allocate staff to perform tasks.
- . Provide on-the-job training.
- . Inspect and supervise work of subordinate staff. Prepare reports and initiate corrective action where necessary.
- . Test and report on new work methods, equipment and materials.
- . Undertake responsibility for the custody, issue and record of keys, including duplicate keys..

- . Order and issue, stores/materials and protective clothing.
- . Inspect equipment/stores and protective clothing and report defects.
- . Arrange for repairs and maintenance of support services equipment.
- . As required, arrange in conjunction with the manager/supervisor the replacement of equipment and stores.
- . Assist the manager in the check of accounts submitted by contractors for repairs and maintenance of support services equipment and stores.
- . Ensure that support services records, documents etc are maintained.
- . Undertake routine clerical work associated with the supervisory function.
- . As required, organise the allocation of relief support services staff.
- . Maintain a safe working environment and adherence to safe work practices.
- . As a leader of the group, maintain a harmonious industrial relations climate in line with the principles of Industrial Participation and foster and develop teams spirit.
- . As require, perform the functions of the Support Services Officer, Grade 1 level.

NATIONAL CLASSIFICATIONS STANDARDS **FOR THE POSTAL TECHNICAL STREAMS**

PURPOSE

The prime purpose of the Classification Standards is to provide a national framework for the classification of positions within the Postal Technical Streams, including associated qualification requirements. More detailed position profiles and duty statements may be applied at the local level.

The Classification Standards are indicative only and are not intended to be exhaustive or all encompassing. Position roles, responsibilities and work duties may change or evolve over time as business needs and requirements change. Recognising the dynamic nature of the postal business, the Classification Standards will be reviewed every 5 years (or earlier, as business requirements change) to ensure they remain relevant and up-to-date.

The Classification Standards replace existing Work Level Standards for the Postal Trades / Technical Officer Structure.

SCOPE

The Classification Standards incorporate all trades and technician based technical maintenance functions associated with:

- The installation, commissioning, testing, modification, maintenance, performance monitoring and repair of Mail Processing Equipment (MPE) including letter and parcel processing equipment and associated plant;
- Stores and inventory management (excluding those positions classified in the Administrative Officer structure);
- Engineering workshops;
- Technical training;
- Technical support and project services.

The technical qualifications referred to in this document are included in the Australia Post Technical Competency Development Framework. Electrical licence and other licensing requirements vary from State to State, and may be required in addition to technical qualification requirements.

TECHNICAL TEAM LEADER CLASSIFICATIONS

In accordance with previous agreements established under EBA4 and EBA5, Technical Team Leaders are classified as Postal Technical Officer Level 6 at the following facilities:

- Sydney West Letters Facility
- Sydney East Letters Facility
- Sydney Parcels Facility
- Dandenong Letters Centre

- Melbourne Parcel Facility
- Underwood Mail Centre
- Northgate Mail Centre
- Perth Mail Centre
- Adelaide Mail Centre

Technical Team Leaders in all other facilities are classified at Postal Technical Officer Level 5.

ROLE AND RESPONSIBILITIES

At its broadest level, the role and vision of the Technical / Trades Group is to improve overall equipment effectiveness at the lowest sustainable cost through:

- Improved equipment reliability;
- Execution of maintenance work;
- Maintenance support and development, including effective management of spare parts and materials.

The specific role and responsibilities outlined for each level in the Classification Standards are aimed at supporting and facilitating achievement of the above role and vision.

Consistent with the Australia Post Technical Competency Development Framework and principles of a High Performance Organisation, the Classification Standards are built on a progression of responsibilities and qualifications consistent with the role, function and qualifications required at each level. Depending on specific facility, functional and State licensing requirements, people occupying positions classified at a higher level should generally be capable of performing, and may be required to perform, responsibilities and work duties undertaken by other team members, including hands-on technical maintenance work.

Recognising the dynamic and changing nature of the postal business, work responsibilities may also be added or changed at each level over time to reflect current and future business and operational needs and requirements.

In particular, as employees' gain more experience with new processing technologies and as best practice maintenance tools, methodologies and techniques are progressively introduced, there is scope for technical staff, after receiving appropriate training to take on a greater leadership role in areas such as:

- Condition based monitoring;
- Diagnostic, predictive and pro-active maintenance;
- Reliability and Failure Modes and Effects Analysis (FMEA) of MPE;
- Performance monitoring and process improvement;

- The coaching and mentoring of operational staff to demonstrate how to achieve improved machine optimisation.

TERMS USED

Unless otherwise specified, terms used in the Classification Standards have the following meaning:

Australia Post policies and procedures include, but are not limited to:

- National maintenance policies and procedures
- Equipment Support Plans
- Technical Maintenance Plans
- Technical bulletins
- Safe Operating Procedures
- Original Equipment Manufacturing (OEM) Specifications

Australia Post Technical Competency Development Framework (APTCDF) refers to the competency framework and standards endorsed by the Technical Competency Development Joint Working Party, comprising representatives from Australia Post, CEPU and an Electrotechnology Registered Training Organisation (RTO). The APTCDF was endorsed by the M&ND Mails Executive Committee in March 2003.

Australia Post Induction Competencies is equivalent to completing the Certificate I in Business and comprises the following seven units of competency:

- BSBCM101A Prepare for Work
- BSBCM102A Complete Daily Work Activities
- BSBCM103A Apply Basic Communication Skills
- BSBCM104A Plan Skills Development
- BSBCM106A Follow Workplace Safety Procedures
- BSBCM109A Follow Environmental Work Practices
- TDTD197B Shift Materials Safely Using Manual Methods

Australia Post Technical Core Competencies is equivalent to completing 50% of the Certificate II in Business and comprises the following seven units of competency:

- BSBCM105A Use Business Equipment
- BSBCM205A Use Business Technology
- BSBCM107A Operate a Personal Computer
- BSBCM108A Develop Keyboard Skills
- BSBCM206A Process and Maintain Workplace Information
- BSBCM213A Produce Simple Word Processed Documents
- BSBCM214A Create and Use Simple Spreadsheets

Competency assessment process involves a work-based assessment of competency against prescribed units of competency and is undertaken in

accordance with the assessment guidelines contained in the relevant Industry Training Package and the Australia Post Competency Framework Assessment Policy. These guidelines ensure the assessment process:

- Is both fair and transparent;
- Is focussed on AP technical workplace requirements;
- Provides primarily for Recognition of Current Competence (RCC) and Recognition of Prior Learning (RPL);
- Ensures there are no formal tests or pass / fail grading;
- Allows for verification of work-place competence when the individual being assessed, and their supervisor has provided sufficient evidence to meet pre-determined work-based criteria;
- Ensures clear appeal procedures are in place; and
- Ensures the award of nationally - recognised certification is achieved.

Management Information Systems (MIS) may include, but are not limited to:

- SAP
- QSM
- QIP
- MailStats
- Balanced Scorecard
- Link One

Maintenance refers to two functions - Maintenance Engineering and Maintenance Operations.

Maintenance Engineering is the engineering and technical activities conducted in support of and to coordinate maintenance operations. Based on the principles of Reliability Centred Maintenance (RCM) and Total Productive Maintenance (TPM), these activities are the responsibility of the Network Engineering Unit and include:

- The development of maintenance policy and procedures;
- Defect investigations to determine failure causes and corrective actions;
- Reliability improvement studies and investigations;
- Control and management of MPE modifications (configuration management);
- Development and review of Equipment Support Plans;
- Provision and review of technical documentation and other data;
- Identification and control of compliance requirements;
- Design and development of test, inspection, calibration, or other maintenance procedures as required; and
- Provision of high-level specialist support for MPE, eg. Help desk support.

Maintenance Operations are the day-to-day activities associated with the physical maintenance of MPE and aimed at improving equipment reliability and availability in accordance with RCM and TPM principles. These activities are the

responsibility of the facility Technical Services Manager or equivalent and include:

- Maintenance planning and control,
- Maintenance resource allocation,
- Coordination of maintenance requirements with operational requirements,
- Maintenance budget control and management,
- Control and management of technical staff engaged in direct maintenance of plant and equipment,
- Implementation of maintenance contracts,
- Supervision of maintenance contractors, and
- Conduct of maintenance tasks and compliance.

Type of Maintenance: There are three types of MPE Maintenance - Operator Maintenance, Technical Maintenance and Specialist Maintenance.

Operator Maintenance: is done at the machine and will generally involve:

- Monitoring of systems for correct operation;
- Before-use and after-use tasks (eg cleaning);
- Servicing (replacement of consumables, lubrication, cleaning, etc.);
- Minor repairs and adjustments;
- Operational checks;
- Functional tests; and
- Recording and notification of faults.

Technical Maintenance: may be carried out at the machine or in a repair facility by technical staff or maintenance contractors and will generally involve:

- Servicing beyond the scope and resources of operators;
- Repairs and adjustments beyond the scope and resources of operators;
- Replacement of Lowest Replaceable Unit or higher level items;
- Modifications;
- Calibration;
- Operational checks;
- Functional tests;
- Repairs to approved items;
- Approved major repairs;
- Minor manufacture;
- Inspection and assessment of MPE condition;
- Non-destructive testing for fault or defect elimination.

Specialist Maintenance: may be carried out by Australia Post technical staff and/or specialist contractors and comprises all those repair activities beyond the scope or resources of Technical Maintenance.

Qualifications: The qualification requirements specified in the Classification Standards reflect current terminology as outlined in the table "Qualification Equivalents".

Qualification Equivalents

Australian Technical Qualifications			
Pre 1990	1990 – 1996	1996 – Current	AQF Level¹
Diploma	Diploma	Advanced Diploma	6
Associate Diploma	Associate Diploma	Diploma	5
Post Trade	Advanced Certificate	Certificate IV	4
Trade	Trade	Certificate III	3
Pre Trade	Pre Trade	Certificates I & II	1 & 2

¹ The Australian Qualifications Framework (AQF) is the policy framework that provides a nationally consistent recognition of outcomes achieved in post-compulsory education. The AQF was introduced Australia-wide on 1 January 1995 so work-based qualifications and academic qualifications became part of a single system, allowing maximum flexibility in career planning and continuous learning. There are thirteen levels within the AQF starting at Certificate 1 through to Doctoral degree. Registered Training Organisations (RTOs) are accredited to issue qualifications according to the requirements of the AQF.

CLASSIFICATION STANDARD – POSTAL TECHNICAL OFFICER, LEVEL 1

Definition / Indicative Position:

A technical support position in a processing facility or engineering workshop performing a range of maintenance activities under supervision.

Minimum Qualification Requirements:

- Certificate 1 in Business or equivalent (or progression towards completion).
- A current driver licence is required where driving duties are undertaken.

Highly Desirable:

- Certificate II in Electrotechnology (Technical Support) or equivalent.
- Some technical / trades / stores experience.

Role:

To provide support for the technical maintenance function including:

- Undertake routine cleaning of mail processing equipment and associated plant.
- Monitor and record maintenance and equipment performance data.
- Assist technical staff as directed and under supervision with other maintenance tasks.
- Maintain a safe working environment and comply with Australia Post Occupational Health and Safety Policies and Diversity Policy.
- Record stock / spare parts usage on a daily basis on the National Inventory Management System, advise supervisory staff of reorder requirements and initiating reorders as require.
- Pick up and deliver goods to and from local external and internal suppliers as required.
- Assist with purchasing and technical stores activities.
- Carry out other general stores duties.

CLASSIFICATION STANDARD – POSTAL TECHNICAL OFFICER, LEVEL 2

Definition / Indicative Position:

Technical / trades position in a workshop, processing facility or technical store.

Minimum Qualification Requirements:

- Certificate III in Electrotechnology (Technical Support) or equivalent, or a related trade.

Role:

To undertake a range of skilled technical and trades-based tasks and activities in a team environment. Key responsibilities may include:

- Perform construction, installation, maintenance and modifications work in the trade discipline held, for example carpentry, sheetmetal, signwriting, etc.
- Undertake routine maintenance tasks of MPE and associated plant.
- Maintain a safe working environment and comply with Australia Post Occupational Health and Safety Policies and Diversity Policy.
- Work as required as part of a technical team, where appropriate.
- Carry out technical stores and inventory management tasks and activities.

CLASSIFICATION STANDARD – POSTAL TECHNICAL OFFICER, LEVEL 3

Definition / Indicative Position:

Technical / trades position in either a workshop or processing facility performing a supervisory / leadership role.

Minimum Qualification Requirements:

- Certificate III in Electrotechnology (Systems Electrician) or equivalent, or a related trade,

Highly Desirable:

- Certificate IV in Electrotechnology (Systems Electrician) or equivalent (or progression towards completion)
- Certificate III in Business (Frontline Management) or equivalent (or progression towards completion)
- Successful completion of all Australia Post technical core competencies.

Note: Electrical licence and other licensing requirements vary from State to State, and may be required in addition to the above technical qualification requirements.

Role:

To undertake and supervise a range of skilled technical and trades-based tasks and activities in a team environment. Key responsibilities may include:

- Supervise the work of other technical / trades staff members.
- Undertake tasks associated with electrical and mechanical fitting, carpentry, sign writing and other trade based skills.
- Work as part of a team with operations and other service groups to achieve high levels of machine availability.
- Participate in performance monitoring and continuous improvement activities.
- Assist in commissioning letter or parcel processing equipment and associated equipment.
- Work with other individuals and groups on allocated tasks and fault escalation processes to ensure end to end resolution of any equipment or system fault.
- Record maintenance and inventory data records in an accurate and timely manner using electronic and/or manual recording methods as required.
- Comply with maintenance standards and operational standards.
- Maintain a safe working environment and comply with Australia Post Occupational Health and Safety Policies and Diversity Policy.

CLASSIFICATION STANDARD – POSTAL TECHNICAL OFFICER, LEVEL 4

Definition / Indicative Position:

Technical position in a processing facility performing normal maintenance activities or a Technical Stores Controller.

Minimum Qualification Requirements:

- Certificate III in Electrotechnology (Systems Electrician) or equivalent².

Highly Desirable:

- Certificate IV of Electrotechnology (Systems Electrician) or equivalent (or progression towards completion)
- Certificate IV in Business (Frontline Management) or equivalent (or progression towards completion)

Note: Electrical licence and other licensing requirements vary from State to State, and may be required in addition to the above technical qualification requirements.

Role:

To assist the achievement of mail service and production standards through application of Reliability Centred Maintenance (RCM) and Total Productive Maintenance (TPM) principles. Operating in a team environment, they fulfil this role by conducting maintenance and related activities in accordance with national maintenance policies and procedures.

Employees may, subject to the limits of individual competence, be required to perform any of the functions and duties falling within this broad-banded classification level including:

Individual / Team Leadership

- Develop a team-based approach between technical and operational staff.
- Ensure that an effective working relationship is maintained with mail processing staff and maintenance service providers.
- Provide information, advice and on-the-job training to mail processing and other technical staff.
- Assist Technical Team Leaders in planning assigned maintenance and repair work.

Technical Maintenance

- Work as part of a team with operations and other service groups to achieve high levels of machine uptime, performance and cost effectiveness.
- Implement reliability improvement plans.
- Participate in performance monitoring and continuous improvement activities.

² Does not cover any salary advancement qualification matters – refer to Translation Guidelines for Postal Technical Streams, February 2004

- Assist in commissioning letter or parcel processing equipment and associated equipment.
- Carry out maintenance activities in accordance with approved national maintenance policies and procedures.
- Work with other individuals and groups on allocated tasks and fault escalation processes to ensure end to end resolution of any equipment or system fault.
- Record maintenance and inventory data records in an accurate and timely manner using electronic and/or manual recording methods as required.
- Regularly monitor, analyse and evaluate equipment performance and implement corrective action where necessary.
- Comply with maintenance standards and operational standards.
- Maintain a safe working environment and ensure compliance with Australia Post Occupational Health and Safety Policies and Diversity Policy.

Stores and Inventory Management

- Support the management of all aspects of the technical stores function.

CLASSIFICATION STANDARD – POSTAL TECHNICAL OFFICER, LEVEL 5

Definition / Indicative Position:

Technical Team Leader in a processing facility other than those specifically listed³ or a Technical Supervisor in charge of the technical stores and/or reporting functions or a Technician providing project support.

Minimum Qualification Requirements:

- Certificate IV in Electrotechnology (Systems Electrician) or equivalent
- Certificate IV in Business (Frontline Management) or equivalent (or progression toward completion)

Highly Desirable:

- Diploma of Electrical Engineering or equivalent (or progression toward completion)⁴

Note: Electrical licence and other licensing requirements vary from State to State, and may be required in addition to the above technical qualification requirements.

Role:

To lead and manage a team of technical staff, or manage the technical stores and/or reporting functions. Operating in a team environment, they fulfil this role by performing a range of leadership and supervisory roles in addition to conducting maintenance and related activities. Other roles performed at this level may include support of technical project activities.

In addition to the responsibilities of a Postal Technical Officer Level 4, Technical Team Leader responsibilities may also include:

Individual / Team Leadership

- Lead, manage and facilitate a team of technical staff.
- Coach, mentor and develop individual team members, and plan for succession.
- Assist in the management of the technical resource.

Technical Maintenance

- Plan, prioritise, schedule and conduct maintenance activities in accordance with approved national maintenance policies and procedures.
- Regularly monitor, analyse and evaluate equipment performance using RCM and TPM principles.
- Supervise the implementation of reliability improvement plans.

³ See further details in the section entitled *Technical Team Leader Classifications*

⁴ The Diploma of Electrical Engineering or equivalent is a longer-term organisational target and will be phased in as a minimum qualification requirement commencing July 2006 with the pre-requisite of the Certificate IV of Electrotechnology (Systems Electrician) qualification or equivalent.

- Ensure compliance with maintenance and operational standards.

Stores and Inventory Management

- Manage the technical stores and/or maintenance planning and reporting functions.

Technical Projects

- Provide support for technical projects being undertaken at a local level.

CLASSIFICATION STANDARD – POSTAL TECHNICAL OFFICER, LEVEL 6

Definition / Indicative Position:

Technical Team Leader in a major processing facility⁵ or a Technical Project Officer

Minimum Qualification Requirements:

- Certificate IV in Electrotechnology (Systems Electrician) or equivalent, **and**
- Certificate IV in Business (Frontline Management) or equivalent (or progression toward completion)

Highly Desirable:

- Certificate IV in Project Management or equivalent (or progression toward completion)
- Diploma of Electrical Engineering or equivalent (or progression toward completion)⁶

Note: Electrical licence and other licensing requirements vary from State to State, and may be required in addition to the above technical qualification requirements.

Role:

To lead and manage a team of technical staff. Operating in a team environment, they fulfil this role by performing a range of leadership and supervisory roles in addition to conducting maintenance and related activities. Other roles performed at this level may include a technical Project Officer role.

In addition to the responsibilities of a Postal Technical Officer Level 4, Technical Team Leader responsibilities may also include:

Individual / Team Leadership

- Lead, manage and facilitate a team of technical staff.
- Coach, mentor and develop individual team members, and plan for succession.
- Assist in the management of the technical resource.
- Maintain a safe working environment and ensure compliance with Australia Post Occupational Health and Safety Policies and Diversity Policy.

Technical Maintenance

- Plan, prioritise, schedule and conduct maintenance activities in accordance with approved national maintenance policies and procedures.

⁵ See further details in the section entitled *Technical Team Leader Classifications*

⁶ The Diploma of Electrical Engineering or equivalent is a longer-term organisational target and will be phased in as a minimum qualification requirement commencing July 2006 with the pre-requisite of the Certificate IV of Electrotechnology (Systems Electrician) qualification or equivalent.

- Regularly monitor, analyse and evaluate equipment performance using RCM and TPM principles.
- Supervise the implementation of reliability improvement plans.
- Ensure compliance with maintenance and operational standards.

Technical Projects

- Assist in the management and implementation of technical projects at a local level.

CLASSIFICATION STANDARD – POSTAL TECHNICAL OFFICER, LEVEL 7

Definition / Indicative Position:

The work undertaken by the Postal Technical Officer Level 7 demands a very high order of technical ability together with a broad range of experience with the maintenance support of MPE and associated plant. The primary focus of positions at this level includes reliability engineering projects and process improvement initiatives associated with the technical maintenance support of MPE at a facility, State and national level.

Minimum Qualification Requirements:

- Diploma of Electrical Engineering or equivalent, **and**
- Certificate IV in Business (Frontline Management) or equivalent (or progression towards completion)

Highly Desirable

- Certificate IV in Project Management or equivalent, (or progression towards completion)

Note: Electrical licence and other licensing requirements vary from State to State, and may be required in addition to the above technical qualification requirements.

Role:

Manage and undertake maintenance engineering and/or maintenance operations tasks and diagnostics, including improvements in MPE productivity and reliability. Key responsibilities may include:

Individual / Team Leadership

- Develop a team-based approach with technical staff and between technical and operational staff.
- Ensure that an effective working relationship is maintained with mail processing staff and maintenance service providers.
- Coach, mentor and develop individual team members.
- Provide information, advice and on-the-job training to mail processing and technical staff.

Technical Maintenance

- Plan, prioritise, schedule and coordinate maintenance in accordance with facility operational and technical requirements.
- Evaluate effectiveness of maintenance activities in accordance with approved national maintenance policies and procedures.
- Review, evaluate and make recommendations on improvements to MPE diagnostics and system faults.
- Provide high level technical advice, support and field assistance to Mail Centre technicians to aid with complex fault clearance.
- Work with other groups as required on allocated tasks and fault escalation processes to ensure end to end resolution of any equipment or system fault.

- Regularly monitor, analyse and evaluate equipment performance using RCM and TPM principles and implement corrective action where necessary.
- Ensure compliance with maintenance standards, operational standards and OHS policies and procedures.
- Advise line management on maintenance and technical issues.
- Conduct Failure Modes and Effects Analysis (FMEA) studies and prepare report, technical bulletins, Engineering change orders and related technical documentation.
- Develop and review maintenance policy, procedures, plans and other instructions.
- Control and management of plant and equipment modifications (configuration management).
- Design and development of test, inspection, calibration, or other maintenance procedures as required.
- Identify system deficiencies and potential problems and develop corrective actions.
- Provide specific engineering and technical advice, including formal reports, as required.
- Maintain a safe working environment and ensure compliance with Australia Post Occupational Health and Safety Policies and Diversity Policy.

Technical Projects

- Manage and participate in projects and process improvement activities and initiatives at a facility, State and national level.
- Prepare Business Cases for MPE related proposals.
- Participate in the investigation and promotion of new and innovative methods of equipment maintenance in accordance with National Maintenance Policies.

CLASSIFICATION STANDARD – POSTAL TECHNICAL OFFICER, LEVEL 7 (TRAINING)

Definition / Indicative Position:

Technical Training position requiring detailed technical knowledge associated with the development, evaluation, modification and delivery of technical training programs on MPE. Persons occupying these positions may be called upon to provide specialist technical advice and offer field support on MPE maintenance and diagnostics, and other project related activities.

Minimum Qualification Requirements:

- Diploma of Electrical Engineering or equivalent, **and**
- Certificate IV in Assessment and Workplace Training (or progression towards completion).

Highly Desirable:

- Certificate IV in Project Management or equivalent (or progression towards completion)
- Certificate IV in Business (Frontline Management) or equivalent (or progression towards completion)

Note: Electrical licence and other licensing requirements vary from State to State, and may be required in addition to the above technical qualification requirements.

Role:

To facilitate learning and development for technical staff working on MPE. Trainers are expected to consult with technical and operational staff and provide the most informed solutions to meet client requirements. They may be required to oversight and direct staff seconded to work related programs. Key responsibilities may include:

- Deliver and facilitate specialised and highly detailed technical training programs on complex MPE and ancillary equipment.
- Develop, evaluate and modify specialist technical training programs and associated technical documentation and manuals.
- Provide high level technical advice, support and field assistance to Mail Centre technicians to aid with complex fault clearance.
- Assist with project work when required relating to technical and training areas.
- Oversight and direct staff seconded to technical training and project related areas.
- Support the development of training programs and information packages using interactive video, multimedia and other information technology techniques.
- Develop new training programs, refresher courses and other training products to further improve the productivity of the business and fulfil the needs of the organisation.
- Comply with maintenance standards and operational standards.

- Maintain a safe working environment and comply with Australia Post Occupational Health and Safety Policies and Diversity Policy.

CLASSIFICATION STANDARD – POSTAL TECHNICAL OFFICER, LEVEL 8

Definition / Indicative Position:

The work undertaken by the Postal Technical Officer Level 8 demands a very high order of technical ability together with an extensive practical and theoretical knowledge of MPE and associated plant. This level is required to organise and direct technical staff engaged on multi-functional activities including engineering project and process improvement initiatives associated with the technical maintenance support of MPE at a facility, State and national level.

Minimum Qualification Requirements:

- Diploma of Electrical Engineering or equivalent, **and**
- Diploma of Project Management or equivalent (or progression towards completion), **and**
- Certificate IV in Business (Frontline Management) or equivalent (or progression towards completion)

Note: Electrical licence and other licensing requirements vary from State to State, and may be required in addition to the above technical qualification requirements.

Role:

Lead, manage and direct maintenance engineering and/or maintenance operations tasks and diagnostics, including improvements in MPE productivity and reliability. In addition to the responsibilities of a Postal Technical Officer Level 7, responsibilities of a Postal Technical Officer Level 8 may also include:

Individual / Team Leadership

- Lead, manage and facilitate a team working on engineering reliability and process improvement tasks.
- Coach, mentor and develop individual team members, and plan for succession.
- Support the development and implementation of individual development plans to ensure on-going competence, personal growth and career progression strategies are met.

Technical Projects

- Lead and manage multi-disciplinary project teams involved in engineering project and process improvement initiatives.

CLASSIFICATION STANDARD – POSTAL TECHNICAL OFFICER, LEVEL 8 (TRAINING)

Definition / Indicative Position:

Technical Training Team Leader

Minimum Qualification Requirements:

- Diploma of Electrical Engineering or equivalent, **and**
- Diploma of Training and Assessment Systems or equivalent (or progression towards completion), **and**
- Certificate IV in Business (Frontline Management) or equivalent (or progression towards completion)

Highly Desirable:

- Certificate IV in Project Management or equivalent (or progression towards completion)

Note: Electrical licence and other licensing requirements vary from State to State, and may be required in addition to the above technical qualification requirements.

Role:

To support the management and implementation of the technical learning function.

This position is responsible for supporting strategic and operational planning, negotiation of Service Level Agreements (SLAs), project and budget management, and service delivery and reporting against agreed KPIs. Key responsibilities may include:

Individual / Team Leadership

- Lead, manage and facilitate a team of technical training staff.
- Maintain and encourage an effective working relationship with clients, service providers and within WCU – Technical.
- Coach, mentor and develop individual team members, and plan for succession.
- Manage and coordinate staff working on projects associated with other Mail Business Units that has a WCU Technical involvement.
- Support the development and implementation of individual development plans for technical trainers to ensure on-going competence, personal growth and career progression strategies are met.

Technical Training

- Develop and implement an annual training program, in conjunction with the Postal Technical Officer, Level 9 (Training) and through consultation with WCU Technical clients, that will provide high quality and timely training for technical staff.
- Perform the full range of tasks related to project work as required.

- Manage and coordinate projects involved with the design, development and implementation of training programs and other training products to meet the clients training needs.
- Be pro-active in researching of methods to improve the design, development, upgrading and presentation of training packages that will result in improving productivity of the business and fulfil the needs of the organisation.
- Control and co-ordinate projects involved with the development and upgrading of training documentation within WCU protocols.
- Conduct classroom and on-the-job training, mentoring and coaching for Mail & Parcel Processing Facility technical staff.
- Monitor, evaluate and report on the effectiveness of training programs and information packages and identify areas for improvement.
- Provide high level technical advice, as required.
- Monitor and review progress towards meeting Service Level Agreements and KPIs.
- Maintain a safe working environment and ensure compliance with Australia Post Occupational Health and Safety Policies and Diversity Policy.

CLASSIFICATION STANDARD – POSTAL TECHNICAL OFFICER, LEVEL 9 (TRAINING)

Definition / Indicative Position:

Technical Training Manager – Northern (NSW/ACT and QLD) and Technical Training Manager – Southern (VIC/TAS, SA/NT and WA)

Minimum Qualification Requirements:

- Diploma of Electrical Engineering or equivalent, **and**
- Diploma of Training & Assessment Systems or equivalent (or progression towards completion), **and**
- Diploma in Business (Frontline Management) or equivalent (or progression towards completion).

Highly Desirable:

- Diploma of Project Management or equivalent (or progression towards completion)

Note: Electrical licence and other licensing requirements vary from State to State, and may be required in addition to the above technical qualification requirements.

Role:

To lead and manage the learning and development functions for Australia Post's technical workforce.

This position is responsible for leading strategic and operational planning, negotiation of Service Level Agreements (SLAs), project and budget management, and service delivery against agreed KPIs. In addition to the responsibilities of a Technical Training Team Leader, responsibilities of a Technical Training Manager may also include:

Individual / Team Leadership

- Lead and manage the learning and capability development function.
- Lead by example and motivate, encourage and mentor staff.
- Ensure effective team working arrangements, staff morale and a safe workplace are maintained and developed.

Technical Training

- Develop and implement planning which offers strategies, technical training and development activities for M&ND in consultation with the Technical Services managers, NEU, Major Change and other stakeholders to support business objectives.
- Manage a team providing professional learning and development support and projects, which ensure that the client's expectations and KPIs, are met.
- Provide expert, high level advice and quality service to Managers and technical staff within the client group.

- Liaise with client group managers in the development of SLAs, which provide KPIs for all learning and development activities.
- Support the development and implementation of technical learning and development policies and procedures that enable the implementation of a competency based training framework.
- Develop and implement budgets for the provision of learning and development for the technical workforce and support costing models, which identify learning and development effectiveness.
- Foster and develop a quality customer service, best practice and continuous improvement focus through process improvement activities.

WORK LEVEL STANDARDS

COUNSELLOR, CLASS 1 TO CLASS 3

DECEMBER 1989

COUNSELLOR

GROUP STANDARD

DEFINITION

The work of positions in this group involves the planning, delivery and monitoring of either:

- a diagnostic and referral counselling service established under the terms of the Australia Post Employee Assistance (Staff Counselling) Policy available to staff experiencing crises; or
- rehabilitation services to injured/ill employees in accordance with the requirements of the Australia Post Rehabilitation Policy.

FEATURES

The primary objective of counselling is the restoration of individual clients' productivity to optimum levels and early return to work. It encompasses:

- a personal crises counselling and referral service available to all staff focusing on the early resolution of staff crises;
- counselling assistance for employees who have problems which may affect work performance or their ability to work socially within their work environment; and
- the identification of appropriate candidates for rehabilitation, development and implementation of individual Case Management Plans (CMPs), provision of advice to the client and management on appropriate suitable employment and provision of counselling, support and follow-up as required.

Counsellors may be required to work within an individual casework framework or as part of a multi disciplinary team.

Essentially, the counselling function involves a diagnosis of the presenting problem, determination and implementation of a CMP, referral as appropriate to expert practitioners and liaising as necessary with others relevant to the specific counselling process.

QUALIFICATIONS, SKILLS AND ATTRIBUTES

A person selected for a position in the Counsellor Group is required to have met the relevant recruitment and selection standards specified in the conditions of entry and advancement section of the Personnel Policies and Procedures Manual and established selection criteria. In summary a person in this group must -

- (a) have qualified for admission or been admitted to a degree in Psychology, Social Work or related discipline from an Australian University or College of Advanced Education; or:

(b) hold a qualification or qualification together with relevant experience which in the opinion of the Corporation is equivalent to (a) above.

It would be highly desirable that persons selected for positions dedicated to crisis counselling should be eligible for:

- membership of the Australian Psychological Society or registration with a State Psychology Registration Board; or
- membership of the Australian Association of Social Workers.

TERMS USED

Under General Direction

A person under general direction normally undertakes a range of tasks, and receives general instruction for each task. Discretion in selecting the most appropriate method and sequence of completing the task is normal.

Conformity with instructions is measured by means of physical inspections and satisfactory completion of allocated tasks.

Although those working under general direction are expected to be competent, there will be variations to the levels of experience which will necessitate some variation in the degree of general direction.

Under Limited Direction:

A person under limited direction will normally be given a clear statement of an objective for an activity and will require little guidance during the performance of the work. Conformity with instructions is usually measured in terms of the achievement of stated objectives to specified standards.

Those working under limited direction are expected to be professionally competent and experienced, requiring only little guidance from the immediate supervisor on the application of relevant corporate policy and policy guidelines during the performance of the work.

Within Broad Guidelines:

A person working within broad guidelines will normally be given a statement of the most important overall continuing results that must be accomplished in a major category of work. Those working within broad guidelines are expected to develop and achieve objectives and standards for specific functions under their control that will ensure the attainment of the critical results required by higher levels of management.

Conformity with the broad guidelines is measured in terms of results obtained and the significance of the contribution to the achievement of critical objectives established by management.

Supervision/Supervise:

Supervision is the exercise of leadership by personally overseeing the work of others. Implicit in this is the responsibility to ensure:

- adequate two-way communication processes are established between supervisory levels and staff;
- staff compliance with corporate policies, instructions and guidelines in relation to conduct, work practices and procedures; and
- the attainment and maintenance of a level of operational performance that accords with predetermined criteria.

Accordingly, it is the responsibility of every supervisor to monitor functions under his/her control with the aim of identifying and resolving problems in relation to staff conduct, work practices and procedures or other matters which impact on the efficient operation of the work area. This requires that supervisors at all levels, subject to the requirements of corporate policies and within the limits of authority as specified in Delegations, work level standards and other approved documentation, undertake the following functions:

- staff counselling;
- initiate staff development and training programmes;
- participate in staff selection and report on conduct diligency and efficiency;
- exercise disciplinary measures;
- deal with industrial representations; and
- develop and encourage harmonious working relations.

COUNSELLOR, CLASS 1

WORK LEVEL STANDARD

DEFINITION

Under general direction:

- provide less complex diagnostic crisis counselling and referral services to Australia Post client staff; and/or
- manage a given caseload of injured/ill employees requiring rehabilitation services.

FEATURES

The Counsellor, Class 1 is required in less complex cases:

- to diagnose a presenting problem and if appropriate determine the outside resource for referral, make referral, and provide support and follow-up services; or
- to facilitate the delivery of rehabilitation services to individual clients.

TYPICAL DUTIES

The duties listed below are typical of this work level:

- . Provide short-term diagnostic and referral counselling services of a less complex nature to Australia Post client staff in order to assist them resolve their problems.
- . Provide rehabilitation services to injured/ill employees in order to assist them in retaining, or returning to, gainful employment.
- . Liaise with medical and other occupational health specialists, manager/supervisors and staff organisations relating to counselling services.

COUNSELLOR, CLASS 2

WORK LEVEL STANDARD

DEFINITION

Under limited direction, provide diagnostic crisis counselling, rehabilitation and referral services to Australia Post client staff.

FEATURES

The Counsellor, Class 2 is required:

- to diagnose a presenting problem and if appropriate determine the outside resource for referral, make referral, and provide support and follow-up services; and/or
- to facilitate the delivery of rehabilitation services to individual clients.

A Counsellor, Class 2 may also be required to supervise Counsellors, Class 1.

TYPICAL DUTIES

The duties listed below are typical of this work level:

- . Provide short-term diagnostic and referral counselling services (crisis counselling) to Australia Post client staff in order to assist them resolve their problems.
- . Provide rehabilitation services and referral services to injured/ill employees in order to assist them in retaining, or returning to, gainful employment.
- . Provide advice to and assist in the training of supervisors and managers, and others as appropriate, on counselling and rehabilitation, Employee Assistance and rehabilitation matters.
- . Liaise with medical and other occupational health specialists, manager/supervisors and staff organisations relating to counselling services.

COUNSELLOR, CLASS 3WORK LEVEL STANDARDDEFINITION

Within broad guidelines, manage the professional component of either or both the staff counselling and rehabilitation functions, and provide diagnostic crisis counselling, rehabilitation and referral services to Australia Post client staff.

FEATURES

In addition to those features associated with the Counsellor, Class 2, the work of the Counsellor, Class 3 encompasses the management of the professional component of the counselling function, including:

- allocation of professional resources to casework;
- professional development of Australia Post's counsellors;
- maintaining appropriate casework records; and
- monitoring and reporting on the performance of service providers.

A Counsellor, Class 3 may be required to supervise the work of Counsellors, Class 1 and Counsellors, Class 2 and administrative support staff, in addition to performing the duties of Counsellor.

TYPICAL DUTIES

The duties listed below are typical of this work level:

- . Manage the professional component of either or both the Staff Counselling and Rehabilitation Services.
- . Provide short-term diagnostic and referral counselling services (crisis counselling) to Australia Post client staff in order to assist them resolve their problems.
- . Provide advice to and assist in the training of supervisors and managers, and others as appropriate, on counselling and rehabilitation matters.
- . Provide assistance, guidance and training to subordinate staff.
- . Liaise with medical and other occupational health specialists, manager/supervisors and staff organisations relating to counselling services.

Occupational Physiotherapist

OCCUPATIONAL PHYSIOTHERAPIST, CLASSES 2 - 3

GROUP STANDARD

Definition

The work of positions in this group involves the planning, development and introduction of maintenance programmes for the prevention and management of musculoskeletal and associated disorders. It includes advising employees on correct work postures and techniques, and the provision of advice to senior management on the functions, standards and practices of specific aspects of occupational health and safety.

Qualifications

A person in this group must-

. have qualified for admission or have been admitted to-

a. a degree of an Australian university; or

b. a degree or diploma of an Australian college of advanced education; or

c. an award of an overseas educational institution, being an award which, in the opinion of the Commission, is at least equal in standard to the qualifications specified in (a) or (b) above;

which degree, diploma or award is recognized by the Commission as appropriate to the duties of the office; or

. have other qualifications which, in the opinion of the Commission, are appropriate to the duties of the office.

Occupational Physiotherapist

OCCUPATIONAL PHYSIOTHERAPIST, CLASS 2

WORK LEVEL STANDARD

Definition

Under limited direction, provide advice and service on specific aspects of occupational health and safety to management and staff.

Features

This level includes the Occupational Therapist who has considerable experience in a wide range of prevention and management techniques related to musculoskeletal and associated disorders. Training and supervision of subordinate staff may be required. At this level it would be expected that independent judgement would be exercised in circumstances where work procedures are not documented fully and/or where work areas are isolated from immediate direct supervision.

Typical Duties

The duties listed below are typical of this work level

- . . . Implement measures to achieve and maintain an efficient and effective occupational health and safety service in a State administration.
- . . . Implement programmes for the prevention and management of musculoskeletal and associated disorders.
- . . . Advise employees on correct work postures, work techniques and adjustments to furniture and equipment.
- . . . Provide advice and service to management and staff on occupational physiotherapy functions, standards and practices.
- . . . Assess and report on individual staff member's specific disorders and provide assistance with the management of those disorders.

Occupational Physiotherapist

OCCUPATIONAL PHYSIOTHERAPIST, CLASS 3

WORK LEVEL STANDARD

Definition

Provides advice and service to management in policy consideration, and within approved policies and programmes, to staff on the application of occupational physiotherapy to the prevention and management of musculoskeletal and associated disorders.

Features

An occupational physiotherapist at this level develops specific aspects of occupational health and safety programmes and requires a sound knowledge of and extensive experience in occupational physiotherapy. At this level training and supervision of subordinate staff may be expected.

Typical Duties

The duties listed below are typical of this work level

- . Analyse specific aspects of occupational health and safety problems and develop recommendations for preventative measures in a state administration.
- . Develop and implement programmes for the prevention and management of musculoskeletal disorders.
- . Advise employees on correct work postures, work techniques and adjustments to furniture and equipment.
- . Provide a consulting service to senior management on specific aspects of occupational health and safety practices.
- . Liaise with medical/rehabilitation and other occupational health staff, professional associations and training institutions.
- . Assess and report on individual staff member's specific disorders and provide assistance with the management of those disorders.,

POSITION CLASSIFICATION STANDARD

CATERING MANAGER, GRADES 1-3
CAFETERIA MANAGER, GRADES 1-3
SENIOR ATTENDANT
ATTENDANT

Group Standard

Definition

The work of this group involves the operational control and management of a cafeteria and the overall operational control and co-ordination of a group of cafeterias. It includes assistance in these activities.

Features

This work requires the application of knowledge and experience in the practices and procedures appropriate to:

- . the safe and hygienic preparation, storage, and transport of food; and
- . the hygienic and attractive presentation of meals and display of food items for sale.

The nature of the duties performed at the various levels up to and including Cafeteria Manager, Grade 3, is broadly similar, and certain duties are common to all positions up to that level. However at each successive level a greater degree of managerial responsibility is involved; this is reflected by the type, scale, and number of cafeterias controlled.

Qualifications

It is desirable that persons occupying positions of Catering Manager and Cafeteria Manager should have completed an appropriate course in catering management, and have accumulated some experience in the operation of a food service providing hot meals, hot snacks and light refreshments.

Terms Used

Cafeteria means any facility specifically designed for the serving of hot meals, and for hot snacks or light refreshments whether in a cafeteria style (over the counter take-away) or dining-room style operation, or per medium of vending machines, or any combination of these types, and which is treated as a single unit for the purposes of accounting and operational control.

Hot Meal means a cooked main dish consisting typically of a meat and two or three vegetables, served hot on a plate, and which would normally be consumed with cutlery adjacent to the serving area; it includes salads served in main-course portions.

Three Course Meal means a hot meal in conjunction with a soup or entree and a dessert.

Hot Snack means an item such as a meat pie, hamburger, sausage roll, steak sandwich or chips which are kept hot and usually sold in take-away disposable containers.

Light Refreshment means hot beverages, soups etc in disposable containers and items requiring no heating such as filled sandwiches or bread rolls, small cakes and confectionery, fresh fruit, soft drinks and fruit juices in containers, and dairy products (yogurt, flavoured milk) in cartons. All light refreshments are packaged to be taken away from the serving location and consumed without cutlery; they are suitable for dispensing through automatic vending machines.

Dining Facilities means that tables and chairs are available.

Operational Control means accepting responsibility at one or more cafeterias for:

- . observance by staff of standards relating to safe and hygienic storage, preparation and transport of foods;
- . monitoring of the quality of foods supplied from Australia Post's own resources or direct from suppliers; and
- . proper implementation of approved policies relating to selection, pricing and stock control of foods.

Cash Handling means accepting responsibility for the custody and correct accounting for moneys received at a cafeteria. It involves more than the simple receipt of cash through a cash register (or equivalent credit card system) and may include the banking of money, cash acquittance etc.

Under General Direction A person "Under General Direction" receives operational instructions covering special matters; general standards and procedures to be observed are handed down from a higher level. Checks are made on adherence to instructions and on progress of work by means of regular physical inspections or written or oral reports.

Under Limited Direction A person "Under Limited Direction" receives limited instructions normally comprising a clear statement of objectives. Conformity with instructions is usually measured in terms of the achievement of stated objectives. Such persons are fully competent and very experienced in an operational sense and require little guidance during the performance of their work.

Attendant

Work Level Standard

Definition

Under general direction operate a shift at a cafeteria providing hot meals, hot snacks and/or light refreshments.

OR

Under general direction operate a cafeteria providing hot snacks and/or light refreshments.

OR

Under general direction assist with the operation of a cafeteria or with the preparation, cooking and storage of foods and undertake kitchen cleaning tasks in a traditional or central preparation kitchen.

Features

The work at this level requires a basic knowledge of and adherence to, the practices and procedures essential to the safe and hygienic preparation, cooking, storage and attractive serving, without guidance, of hot meals, hot snacks and light refreshments, to assist other staff in heating and serving three course meals and maintain personal and general hygiene standards, cleanliness and safety. When located in an organisation using the cook-chill system a knowledge of storage and monitoring procedures is required.

Typical Duties

- . prepare and serve food and drinks either over the counter or through automatic vending machines;
- . attend a cash register and make cash collections from automatic vending machines;
- . maintain personal and general hygiene standards, cleanliness and safety;
- . wash and clean utensils, vessels and cutlery used for preparing and consuming food;
- . clean surfaces in kitchens and cafeterias and dining facilities;
- . maintain and update the Food Service ADP Information System to the appropriate level;
- . carry out or assist in stocktaking;
- . perform cash handling and acquittance duties when in charge of a shift at a cafeteria;
- . clean, stock and service vending machines;
- . accept receipt of goods delivered for use at a cafeteria; and
- . prepare and cook food.

Guidelines

Staff at this level are usually operating to a set pattern or daily routine in the carrying out of the numerous tasks involved in operating a cafeteria.

It is not expected that staff at this level would be required to supervise other staff.

Senior Attendant

Work Level Standard

Definition

Under limited direction take charge of a cafeteria providing hot snacks and light refreshments where staff supervision is involved.

OR

Under limited direction take charge of a shift at a cafeteria providing hot meals, hot snacks and light refreshments where staff supervision is involved.

Features

A person at this level has had considerable practical experience assisting in the operation of a cafeteria.

The work at this level requires a good knowledge of and adherence to, the practices and procedures essential to the safe and hygienic preparation, cooking, storage and serving, without guidance, of hot snacks, and light refreshments, and to the safe and hygienic heating and attractive presentation of three course meals. The work also involves ensuring adherence by staff to the relevant practices and procedures and the maintenance of personal and general hygiene standards, cleanliness and safety. When located in an organisation using the cook-chill system a good knowledge of storage and monitoring procedures is required.

Typical Duties

- . prepare and serve food and drinks either over the counter or through automatic vending machines; oversight other staff also performing these tasks;
- . attend a cash register and make cash collections from automatic vending machines; oversight other staff also performing these tasks;
- . estimate daily requirements of perishable items;
- . ensure personal and general hygiene standards, cleanliness and safety are maintained;
- . perform cash handling and acquittance duties;
- . maintain and update the Food Services ADP Information System to the appropriate level;
- . oversight quality and quantity of meals served;
- . place orders for supply of goods to a cafeteria;
- . clean, stock and service vending machines;
- . accept receipt of goods to a cafeteria and examine for satisfactory and consistent quality;
- . conduct on-the-job training of subordinate staff;
- . prepare and cook food; and
- . carry out stocktaking.

Guidelines

It is at this level that regular supervision of staff is introduced; also at this level exercise of some basic management judgement in terms of responding to customer preferences and supervision of staff is expected.

In contrast to an Attendant, a Senior Attendant is under less specific directions as to performance of daily tasks, and is expected to exercise some initiative in selecting foods and menus to be provided in response to local customer preferences.

Cafeteria Manager
Grades 1-3

Work Level Standard

Definition

Under limited direction take charge of a cafeteria providing hot meals, hot snacks and light refreshments.

Features

Staff at these levels have had considerable practical experience in the operation and management of a cafeteria, generally including staff control over one or more shifts.

The work at these levels requires a sound knowledge of practices and procedures essential to the safe and hygienic storage, cooking, preparation, serving and attractive presentation, without guidance, of hot meals, hot snacks, light refreshments and three course meals. It also involves giving on-the-job instruction to staff and ensuring adherence to correct food services practices, personal and general hygiene standards, cleanliness and safety. Occupants of positions at this level may also be involved in the preparation and handling of food etc. When located in an organisation using the cook-chill system a detailed knowledge and understanding of the system is required.

Typical Duties

- . prepare and serve food and drinks either over the counter or through automatic vending machines or oversight of other staff performing these tasks;
- . prepare and cook hot snacks and hot meals;
- . oversight the work of kitchen staff;
- . oversight staff attending cash registers and collecting cash from automatic vending machines;
- . ensure personal and general hygiene standards, cleanliness and safety are maintained;
- . perform cash handling and acquittance duties;
- . estimate and place orders for supply of goods to a cafeteria;
- . accept receipt of goods delivered for use at a cafeteria and examine as to satisfactory quality and consistency;
- . maintain and update the Food Services ADP Information System to the appropriate level;
- . oversight quality and quantity of meals served;

- . conduct on-the-job training of subordinate staff;
- . carry out stocktaking;
- . determine staffing and rostering requirements;
- . interview, select and arrange engagement of casual staff; and
- . make recommendations on menu variations and new food lines.

Guidelines

Staff at this level are managing the operations of a cafeteria over a number of shifts and will usually exercise considerable independence within approved food service policies and guidelines in making judgements on local customer preferences and supervision of staff.

The grading of these positions will be dependent upon the number of full-time equivalent food service staff employed at a cafeteria. The following gradings apply:

<u>Grade</u>	<u>Number of full-time equivalent food service staff</u>	
Grade 1	up to 3 full-time equivalent	subordinate positions.
Grade 2	up to 6 full-time equivalent	subordinate positions.
Grade 3	more than 6 full-time equivalent	subordinate positions.

CATERING MANAGER GRADE 1
CATERING MANAGER GRADE 2
CATERING MANAGER GRADE 3

Work Level Standard

Definition

Under administrative supervision and within approved policies and programmes -

- a. co-ordinates and exercises operational control over a group of cafeterias; or
- b. co-ordinates the operation of a central preparation kitchen with those of two or more cafeterias; or
- c. co-ordinates a State food service operation.

Features

At these levels, increasing emphasis is placed on the co-ordinating and management skills necessary to ensure that food services operate to satisfy the needs of staff within approved limits ensuring economic viability. Skill in co-ordinating the activities of Cafeteria Managers and/or central preparation kitchen staff is required, and extensive experience in large scale catering management is essential. When located in an organisation using the cook-chill system a detailed knowledge of the system is required.

Typical Duties

- . exercise operational control over a number of cafeterias; and/or
- . co-ordinate the operations of a number of cafeterias as a separate group or in conjunction with the operations of a central preparation kitchen;
- . performance of these duties will involve the following activities;
 - ensure the correct application of food services policies;
 - oversee, review and, as required, modify operating procedures and methods;
 - ensure personal and general hygiene standards, cleanliness and safety are maintained;

- arrange and/or advise on tenders and contracts for stock, equipment, utensils and maintenance;
- investigate, recommend or determine selling prices;
- negotiate supplies of food and other items with sales representatives, wholesalers and traders;
- plan and review menus;
- interview, select and arrange engagement of staff;
- monitor the financial performance of cafeterias;
- oversight staffing, food, equipment and maintenance requirements;
- supervise, allocate and, as required, roster staff;
- develop and review work schedules and job descriptions;
- plan and organise on-the-job training programmes; and
- examine the need for, and/or participate in the planning of new or extended services.

Guidelines - Catering Manager, Grade 1

- . Co-ordinator of a Small State Food Service Organisation of less than 5 separate cafeterias of which at least one provides a full hot meal service.

This level is designed to meet situations where there is an established need to provide a higher level position to co-ordinate and to exercise overall management control of the operations of a small food service organisation eg where economics in total operations can be achieved through centralised control over purchasing and the application of uniform operating procedures.

The important aspects of the work at this level are to co-ordinate the financial management of all food service operations and to develop and implement appropriate policies to ensure that the most economical methods of operation are maintained. The work requires a substantial and continuing involvement in the scrutiny of accounting records and trading statements and the determination of uniform pricing policies. The occupants of positions of this type also make regular inspections of the individual cafeterias in the organisation and, when required, advise and assist in the management of these services.

Guidelines - Catering Manager, Grade 2

- . Co-ordinator of a medium to large State Food Service organisation, of up to 7 separate cafeterias plus a medium central preparation kitchen.

or

- . Co-ordinator of at least 6 full hot meal cafeterias of which at least 2 are managed by Cafeteria Managers, Grade 2.

or

- . Assist a Catering Manager, Grade 3 in the overall management of a Large State Food Service Organisation, especially in respect to the operational control and physical inspection of individual cafeterias.

The important aspects of the work at this level are to co-ordinate the financial management of the food service operations and to develop and implement appropriate policies to ensure that the most economical methods of operation are maintained. The work requires a substantial and continuing involvement in the scrutiny of accounting records and trading statements and the determination of uniform pricing policies. The occupants of positions at this level also make regular inspections of the individual cafeterias and, when required, advise and assist in the management of these services.

Guidelines - Catering Manager, Grade 3

- . Co-ordinator of a large State Food Service organisation.

A large State Food Service Organisation would usually consist of at least 8 separate cafeterias, and a large central preparation kitchen, of substantial operational complexity and would usually include hot meal, hot snack and light refreshment cafeterias. The nature of work of these positions is similar to that of corresponding positions at the Grade 1 and 2 levels. However, at the Grade 3 level less emphasis is placed on the oversight and physical inspection of individual cafeterias, and the scale and complexity of total operations is such as to warrant the provision of a supporting Catering Manager Grade 2 position to undertake this work and to assist in the overall management of the organisation.

AUSTRALIA POST

WORK LEVEL STANDARDS

Position Classification Standard
Executive Chef
Senior Chef
Chef

Group Standard

Definition

The work of positions in this group involves the preparation and cooking of all food items (hot meals, soups, hot snacks, sweets), the effective control of the refrigerated and dry stores, the supervision of those tasks, and the planning and management of large scale food production schedules.

Features

This work requires the application of knowledge and experience in the practices and procedures appropriate to:

- . safe and hygienic preparation, cooking storage and transport of foods including, where applicable, the Cook-Chill system;
- . monitoring of the quality of products supplied to Australia Post and those produced in the kitchen;
- . proper implementation of approved policies relating to selection, pricing and stock control of foods; and
- . the operation, where in use, of the ADP Food Services Information System.

The nature of the duties performed at levels up to and including Executive Chef, is broadly similar, and certain duties are common to all positions up to that level. However, at each successive level a greater degree of managerial responsibility is involved; this is reflected in the type and scale of staffing, number of meals and food products produced in the kitchen and the complexity of production scheduling and menu planning required.

Qualifications

It is desirable that persons occupying positions of Senior Chef and Executive Chef should have completed an appropriate trade course, and have accumulated a number of years experience in the management and operation of a large commercial kitchen and central store.

Terms Used

Under General Direction : A person "Under General Direction" receives operational instructions covering special matters; general standards and procedures to be observed are handed down from a higher level. Checks are made on adherence to instructions and on progress of work by means of regular physical inspections or written or oral reports.

Under Limited Direction : A person "Under Limited Direction" receives limited instructions normally comprising a clear statement of objectives. Conformity with instructions is usually measured in terms of the achievement of stated objectives. Such persons are fully competent and very experienced in an operational sense and require little guidance during the performance of their work.

Chef

Work Level Standard

Definition

Under limited direction, prepare and cook foods, assist in maintaining personal and general hygiene standards, cleanliness and safety. Direct the activities of Attendants, arrange for replenishment quantities of food items from the central store in a central preparation kitchen or conventional food service cafeteria.

Features

A person at this level has had considerable practical experience in the preparation and cooking of foods in a large commercial kitchen environment.

The work at this level requires a good knowledge of the practices and procedures essential to the preparation and cooking of foods, without guidance, and the hygiene and safety standards required in a kitchen. The work also involves ensuring adherence by staff to the relevant practices and procedures.

Typical Duties

- . prepare and cook food items as outlined in the daily production schedule;
- . estimate daily requirements of raw materials and order from the central store;
- . ensure correct usage of utensils and equipment;
- . oversight the activities of Attendants; and
- . ensure personal and general hygiene standards, cleanliness and safety are maintained;

Guidelines

It is at this level that regular supervision of staff is introduced; also at this level exercise is expected of some basic management judgement in terms of meeting production schedules and ensuring adequate raw materials are available.

In contrast to an Attendant, a Chef is under less specific direction as to performance of daily tasks and is given some scope (and hence is expected to exercise some initiative) in preparing foods and in methods of meeting the requirements of the daily production schedule.

Senior Chef

Work Level Standard

Definition

Controls all cooking activities and is responsible for the cleanliness and efficient operation of the kitchen and its equipment; directs the activities of other kitchen staff; arranges for replenishment of stocks of food items in a central preparation kitchen or conventional food service cafeteria.

Features

A person at this level has had considerable practical experience in the operation and management of a kitchen, generally including control over a number of staff in various areas within the kitchen.

The work at this level requires a sound knowledge of practices and procedures essential to the safe and hygienic preparation, cooking and storage of foods, without guidance; it involves giving on-the-job instruction to staff and ensuring adherence to correct practices and production schedules, personal and general hygiene standards, cleanliness and safety. Initiative is also expected in devising or proposing new or improved dishes and methods of preparation.

Typical Duties

- oversight the activities of Chefs and Attendants;
- allocate work tasks in the kitchen to ensure quality and daily production schedule targets are met;
- prepare and cook food items in accordance with daily production schedules;
- ensure personal and general hygiene standards, cleanliness and safety are maintained;
- ensure correct usage of utensils and equipment;
- monitor the estimation of daily raw materials requirements from the central store; and
- conduct on-the-job training of subordinate staff.

Guidelines

Staff at this level are co-ordinating the operations of a kitchen and will normally exercise considerable independence within approved food service policies and guidelines in making judgements on work allocation and procedures to be followed to meet production targets. Staff at this level would normally be expected to supervise at least 2 subordinate Chefs.

Executive Chef

Work Level Standard

Definition

Manages the total activities of a Central Preparation Kitchen and a Central Store, and directs the physical distribution of food and stores to a large number of separate food service cafeterias within the organisation.

Features

A person at this level has had extensive practical experience in the management and operation of a large kitchen and central store, generally involving control over a number of staff, both in kitchen areas and in the central store and any associated clerical support area.

The work at this level requires a very sound knowledge of practices and procedures essential to the safe and hygienic preparation, cooking, storage and distribution of foods. The occupant is also expected to plan balanced menus, production schedules, and order stocks of materials and goods from suppliers in anticipation of the needs of the total food service organisation. Extensive liaison with Cafeteria Managers is required.

Typical Duties

- . exercise operational control over a central preparation kitchen and a central store;
- . co-ordinate orders from cafeterias and plan necessary production schedules;
- . ensure personal and general hygiene standards, cleanliness and safety are maintained;
- . plan menus to meet the various requirements of the cafeterias;
- . performance of these duties will involve the following activities:
 - oversight, review and, as required, modify operating procedures and methods;
 - co-ordinate and monitor all orders from the individual cafeterias;
 - arrange and/or advise on tenders and contracts for stock, equipment, utensils and maintenance;

- investigate costs, and make recommendations to assist in the determination of selling prices;
- negotiate supplies of food and other items with sales representatives, wholesalers and traders;
- interview, select and arrange engagement of staff;
- oversight and monitor the operation of the Food Services ADP Information System;
- oversight staffing, food, equipment and maintenance requirements;
- plan and organise on-the-job training programmes;
- plan kitchen production schedules;
- ensure deliveries are co-ordinated to meet the requirements of the individual cafeterias;
- supervise, allocate and, as required, roster staff;
- oversight the maintenance of the appropriate stores, accounting trading and staffing records; and
- stocktake activities.

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WORK LEVEL STANDARD
ELECTRONIC MAIL MESSAGING SERVICE

ELECTRONIC MAIL ACCEPTANCE CENTRE
OPERATOR
SHIFT SUPERVISOR
MANAGER

GROUP STANDARD

Definition

The work of positions in this group involves receipt, composing into standard format and sending of messages at Electronic Mail Acceptance Centre and associated support, supervisory, management and co-ordination functions.

Terms Used

Limited Direction: Means that a person receives limited instructions normally comprising a clear statement of objectives. Conformity with instructions is usually measured in terms of the achievement of stated objectives. Such a person is fully competent and very experienced in an operational sense and requires little guidance during the performance of his/her work.

Shift Duty: This will involve all staff in working shift times which will be worked out on the basis of business volumes, variation in the pattern of demand for service, and availability of staff.

Electronic Mail Messaging System: Text messages received from customers are sent through a computer controlled network of text receiving stations for hard copy output delivery to addressees.

Electronic Mail Acceptance Centre: Central locations in three capital cities (Melbourne, Sydney, Brisbane) which have keyboard entry of messages dictated by telephone into a computer controlled system for transmission through the Electronic Mail Network. X

Electronic Mail Messages: Text which is received from customers for transmission through the Electronic Mail system for hard copy output delivery to the addressee.

Networking Environment: The means of connecting the various Electronic Mail Service elements together so that the text messages can be transmitted electronically.

Autonomous Unit: The decisions that are required for the day to day operations of the work unit are made within the management structure of the unit.

Operators Training Course: Two weeks during which training in induction, procedures, hardware and software usage, Occupational Health and Safety issues, customer relations, telephone techniques, keyboard skills, etc will be given to new staff. The course will contain both classroom and on-the-job activities.

Customer Relations: This involves resolving, as far as practicable, extremely difficult issues with customers.

Local Management: The designation in the State administration which has the responsibility for making the line management decisions.

Functional Control: All matters which relate to the use of Electronic Mail procedures and equipment.

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WORK LEVEL STANDARD
ELECTRONIC MAIL MESSAGING SERVICE

ELECTRONIC MAIL ACCEPTANCE CENTRE
MANAGER

Definition

Under limited direction manage the operations of an Electronic Mail Acceptance Centre where the number of staff rostered on duty is at least the equivalent of 11.

General Features

Responsible for the effective management of an Electronic Mail Acceptance Centre (EMAC).

A person at this level would be expected to:

- . have a high level of "Customer Relation" skills
- . be competent in (non-technical) operations of the EMAC computer and be able to train others in the tasks required
- . operate the EMAC as an autonomous unit
- . undertake the duties of a Shift Supervisor as required
- . have demonstrated management ability

Special Feature

The next reporting level will be to a local management level for administrative purposes. Functional control will be exercised from the Network Control Centre.

Qualifications

Whilst no formal qualifications are prescribed it is considered desirable that a person at this level:

- . Have a demonstrated high level of customer relation skills
- . Have a good non technical knowledge of the EMAC computer system operations
- . Have good interpersonal skills
- . Have a knowledge of the application of planning, organising, leading and controlling skills

Duties

Manage the operations of the EMAC - including

- . Liaison with the appropriate departments in recruitment, selection, training and development of staff.
- . Personnel functions (eg staff conduct, exercising appropriate delegations, safety, welfare, etc.)
- . Planning of shift rosters in line with work loads, service requirements and staff resources.
- . Monitor work loads and staff resources relative to business volumes experienced and Network Control Centre estimates, for purposes of planning shift rosters, staff establishment levels and other resources.
- . Monitor EMAC systems operations liaising with appropriate people/centres regarding maintenance and repair of equipment, software problems, new releases of system application, hardware, system re-routing etc.
- . Maintenance of stores (eg paper, printer ribbons, magnetic tapes, etc)
- . Production of managements reports.
- . Handle very difficult aspects of customer relations.

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WORK LEVEL STANDARDS
ELECTRONIC MAIL MESSAGING SERVICE

ELECTRONIC MAIL ACCEPTANCE CENTRE
~~SHIFT SUPERVISOR~~
CONTROLLER

Definition

Under limited direction supervise a group of Operators engaged in message handling duties at an Electronic Mail Acceptance Centre (EMAC).

General Features

A person at this level will be required to work regular rostered shift duty.

Persons at this level would be expected to:

- . perform the duties of an EMAC Operator as required
- . train EMAC Operators
- . have the skills (of a non technical nature) required for the operation of a mini computer in a networking environment
- . have a good telephone manner

Qualifications

To be successful in selection in this position it would be desirable that a person at this level.

- . Have demonstrated supervisory capabilities (or, for outside applicants, be subject to on-the-job assessment of this aspect prior to confirmation in this level)
- . Have non technical awareness in handling the type of hardware and software used in EMAC's
- . Have demonstrated high level customer relation skills
- . Have a good knowledge of the Telex systems.
- . Must be qualified as an EMAC operator.

Typical Duties

- . Monitor the work performance of EMAC Operators
- . Handle customer complaints, offensive telephone callers and queries passed on from the EMAC Operators

- . Review messages passed on from Operators as potentially offensive, to decide whether a message can be sent and to inform customer of the result
- . Conduct first line equipment fault diagnosis and where possible fix the fault
- . Carry out training of EMAC Operators in:
 - . customer handling skills
 - . service information
 - . switchboard and telephone equipment in use
 - . terminal equipment and software in use
- . Monitor the system console and system printer for:
 - . system diagnostic messages
 - . internal messages from the Network Control Centre
 - . System control messages
- . Carry out system operator duties
 - . retrieve rerun programmes to back up and delete archived messages.
 - . the orderly switching on and off of equipment and start up and restoring of operating and application software (including recovery) in accordance with specified procedures.
 - . loading and unloading of peripherals (eg printers, tape units, diskettes, fax equipment)
 - . elementary servicing of equipment
 - . the notification of designated support functions when faults occur and
 - . provide assistance in the rectification of system faults
 - . Run programmes to restore the system using back up files.
 - . Communicate with external telex operators when entered telex messages are in error and cannot be automatically cleared from the system
 - . Resolve a system alert when a message cannot be sent to telex station
 - . Maintain a high level of security of access to the system.

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WORK LEVEL STANDARD
ELECTRONIC MAIL MESSAGING SERVICE
ELECTRONIC MAIL ACCEPTANCE CENTRE
OPERATOR

Definition

Under limited direction undertake duties associated with the receipt, composition and transmission of Electronic Mail messages. Assist in routine work station maintenance.

General Features

A person at this level will be required to work regular rostered shift duty. Operators can be required to perform any tasks in accordance with operational requirements.

Qualifications

Successful appointment to positions at this level shall be subject to successful completion of the basic operators training course, and in the case of external recruits, satisfactory completion of six months probationary service.

It is considered desirable that a person at this level:

- . have good customer contact skills on the telephone
- . be familiar with word processing software
- . possess good keyboard skills
- . be free of both speech and hearing impediments
- . have good vocabulary and comprehension

A person at this work level must be familiar with, and be able to provide, relative information on:

- . the Electronic Mail Messaging System (EMMS)
- . EMMS accounting and payment procedures
- . Telex and Intelpost systems
- . Australia Post Speed Services (Express Courier and IPP); and

to assist the customer to select the service which best meets their needs.

Duties

The following duties are typical of work at this level.

- . Receive customer calls from the telephone switchboard queueing system
- . Enter customer's name, address and telephone number and determine Post Codes for the sender and receiver of messages when the customer is unable to provide Post Codes
- . Interrogate the system as required for the efficient operation of the messaging service using the network and screen displayed information to:
 - Enter and format text to predefined specifications from the customers dictation and enter the service parameters.
 - Recall and amend or cancel, according to a customers request, messages which have not been sent.
 - Verify customer's permanent account details or develop ad hoc accounts for customers as necessary.
 - Where applicable inform a customer if transaction credit limit is exceeded or, when the customers account details are included on the "stop list", that credit is not available.
 - Send messages.
 - Recall text from an archived message for the purpose of customer and/or internal enquiry.
- . Process outgoing international transactions.
- . Resolve routine customer complaints and enquiries and refer complex issues to supervisor
- . Resolve low level issues of offensive calls and unacceptable/offensive messages and refer difficult cases to supervisor
- . Note customer details for reference to appropriate authorities concerning the establishment of a permanent account.
- . Assist and advise customers on the use of, and charges for, Electronic Mail Messaging Services and if appropriate the use of other Australia Post speed services.
- . Perform other routine tasks as required for the maintenance of messaging equipment

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JOB DESCRIPTION
ELECTRONIC MAIL MESSAGING SERVICE

ELECTRONIC DELIVERY CENTRE
CLERICAL ASSISTANT

ADDITIONAL FUNCTIONS FOR A CLERICAL ASSISTANT AT AN
ELECTRONIC DELIVERY CENTRE

Definition

Under general directions undertake additional duties associated with the reception, enveloping and despatch of electronic mail messages.

General Features

A person at this level will be able to perform tasks associated with a microcomputer based messaging system.

Persons at this level will collate documents:

1. In accordance with printed instructions.
2. To effect the best method of enveloping.

Qualifications

While no formal qualification is required a person at this level may be required to successfully complete a short training course to become familiar with the hardware and software associated with the Electronic Mail Messaging Service.

Typical Duties

. Periodically monitor the equipment to enable the entry of commands to the microcomputer which would:

1. Cause selected messages to be printed (eg urgent messages requiring 2 hour delivery service, messages of a specified number of pages, etc).
2. Cause all messages received to be printed.
3. Cause messages which have been printed to be deleted.
4. Enable the reprinting of a message which did not print successfully on a previous occasion.

. Monitor and quality control the printed output. Change ribbon and daisy wheel as necessary.

. Interpret screen displayed system messages, and take appropriate action (eg printer out of paper, printer off line, etc).

. Request of the originating Electronic Mail station to resend a message found to be "corrupted" on the local system.

. Input status of two hour delivery messages including the reasons for undeliverable messages.

. Start up and close down of the system. (cold start)

. Reinitialise the system. (warm start)

. Maintain stocks of paper, printer ribbon, envelopes and spare daisy wheels for the printers.

. Monitor the system utilisation, by way of messages stored awaiting printing or clearing.

. Control the return of information to the EMAC or National Network Control as a result of their status enquiries being displayed on the VDU.

. Maintain equipment in a clean and serviceable condition.

JOB DESCRIPTION
ELECTRONIC MAIL MESSAGING SERVICE

ELECTRONIC POST OFFICE
POSTAL CLERK/POSTAL OFFICER

ADDITIONAL DUTIES

Definition

Under limited direction undertake duties associated with Electronic Mail Services.

General Feature

A person at this level, in addition to the normal counter officer duties, can be required to perform any task associated with the processing of Electronic Mail Messages.

Qualifications

Familiarity with word processing hardware, software, and Facsimile transmission equipment is desirable.

Typical Duties

- . Assist customer as necessary with counter lodgements of Electronic Mail Messages.
- . Interrogate the system as required for the efficient operation of the messaging service using the network and screen displayed information to:
 - . Enter and format text to predefined specifications from the customers original documents and enter the service parameters.
 - . Recall and amend or cancel, according to a customers request, messages which have not been sent.
 - . Verify customers permanent account details or develop ad hoc accounts for customers as necessary.
 - . Where applicable inform a customer if transaction credit limit is exceeded or, when a customer's account details are included on the "stop list", that credit is not available.
 - . Send messages.
 - . Recall text from an archived message for the purpose of customer and/or internal enquiry.
- . Match confirmatory copy to customer's original and arrange for delivery of both to sender.
- . Monitor messages awaiting feedback, now overdue (2 hour service messages).

2.

- . Run programmes to back-up and delete archived messages.
- . Run programmes to restore system using back-up file.
- . Maintain a high level of security of access to the system.
- . Periodically monitor the equipment to enable the entry of commands to the microcomputer which would:
 1. Cause selected messages to be printed (eg urgent messages requiring 2 hour delivery service, messages of a specified number of pages, etc).
 2. Cause all messages received to be printed.
 3. Cause messages which have been printed to be deleted.
 4. Enable the reprinting of a message which did not print successfully on a previous occasion.
- . Monitor and quality control the printed output. Change ribbon and daisy wheel as necessary.
- . Interpret screen displayed system messages, and take appropriate action (eg printer out of paper, printer off line, etc).
- . Request of the originating Electronic Mail station to resend a message found to be "corrupted" on the local system.
- . Input status of two hour delivery messages including the reasons for undeliverable messages.
- . Undertake the orderly switching on and off of equipment and, start up and restoring of operating and application software (including recovery) in accordance with specified procedures.
- . Maintain stocks of paper, printer ribbon, envelopes and spare daisy wheels for the printers.
- . Monitor the system utilisation, by way of messages stored awaiting printing or clearing.
- . Control the return of information to the EMAC or National Network Control as a result of their status enquiries being displayed on the VDU.
- . Use Facsimile transmission equipment to send Electronic Mail messages to an EMAC.
- . Maintain equipment in a clean and servicable condition.

- . Carry out system operator duties:
 - . system end of day procedure
 - . initiate system at start of day
 - . load and unload peripherals eg printers diskettes, fax equipment
 - . control the back up cycle of use of diskettes.

Storeman
Senior Storeman

Group Standard

Definition

The work of positions in this group involves the receipt, custody, issue or survey of stores used in the operations of Commonwealth Departments and the preparation and processing of the associated documentation. It also includes the supervision and the managerial aspects of this work.

Features

Stores work requires for its effective performance, at levels beyond Storeman, the satisfactory completion of an appropriate course of training, together with demonstrated capacity for stores work and the ability to supervise staff. At Senior Stores Supervisor levels, the work requires the acceptance of the managerial responsibilities associated with storekeeping activities.

In some situations, aspects of provisioning, replenishment and local procurement action may be performed by higher levels in the group.

Terms Used

Complexity: The major factors contributing to complexity of work are:

- . difficulty of identification - due to nature of material, inadequate of foreign-language documentation, etc;
- . special custody arrangements - for critical, fragile, dangerous, valuable, inflammable, or attractive items;
- . nature of systems or procedures;
- . size of the unit;
- . number and type of staff controlled;
- . level of activity;
- . nature, level and location of storeholdings; and
- . size of inventory.

Immediate Supervision: Work is allocated in defined, usually small, portions with detailed instructions. Normally performed in the presence of higher level staff, or frequent checks of performance are made.

Regular Supervision: Advice and guidance are readily available and work is subject to checks and inspections by higher level staff.

General Supervision: Work requires less detailed check. Is required to perform allotted tasks without direct oversight and to take or suggest action regarding unusual features.

General Direction: Operational instructions covering special matters and general standards and procedures to be observed, together with programmes of work, where applicable, are handed down from a higher level. Checks are made on adherence to instructions and on progress of work by means of physical inspections or written or oral reports.

Stores: As defined in the "Audit Act" means chattels the property of, or in the possession or under the control of, the Commonwealth. This is amplified in Treasury Directions to include all goods movable or immovable, such as:

- a. books, forms, stationery, office requisites, furniture, fittings, mechanical office appliances, motor cars and other vehicles, buildings, implements, livestock and all Government personal property of any description;
- b. any article of a consumable or non-consumable nature required in carrying out the services of any Department or Authority of the Commonwealth; and also includes unserviceable articles, whether old or new, which may or may not possess a value to a Department or an Authority of the Commonwealth.

Stores Depot: An area within which storehouse and/or outdoor locations are set aside for the receipt, custody, issue and survey of stores. May consist of a single large storehouse.

Sectional Store: Part of a stores depot, or an independent store, serving a section of an establishment or an area of field work. May also be known as Outstation Store, minor Trust Store or Project Store.

Storeman

Work Level Standard

Definition

Under regular supervision, performs activities which are associated with the receipt, custody, issue or survey of stores and which involve the completion of storekeeping activities other than those requiring special knowledge or skills. Prepares and/or processes associated stores records and documents and assists higher levels engaged in complex stores activities.

Features

For effective performance at this work level, a person requires basic training in storehouse procedures and documentation. He is required to perform to completion certain storekeeping activities requiring knowledge of relevant storekeeping procedures and the exercise of limited judgement.

Typical Duties

The duties listed below are typical of this work level;

- . identify stores received, check against receipt documentation and acquit
- referring complicated cases and discrepancies to higher authority;
- . prepare or process stores documents;
- . place stores into stock, including:
 - marking stores where necessary;
 - checking and marking location register where necessary; and
 - stowing material in appropriate locations;
- . ensure correct authorisation of stores for issue and refer to higher authority any cases with unusual features;
- . perform duties associated with issues involving:
 - identifying and selecting stores in appropriate units of count, measurement or weight;
 - entering details on vouchers, eg stock balance;
 - transferring of stores to an assembly or despatch point; and
 - issuing stores within laid down limits;
- . maintain and preserve stores in proper order and condition;
- . segregate stores for action by Inspecting Officers or Boards of Survey;

- . enter storehouse records and amend stores catalogues and location indexes eg bin tallies;
- . perform duties in connection with stocktaking, including grouping of materials and marking and identifying items; and
- . package a variety of stores for despatch, including those with special requirements to ensure safe transit.

Senior Storeman
Work Level Standard

Definition

Under general supervision, performs and/or accepts responsibility for more skilled activities associated with the receipt, custody, issue or survey of stores, and allied documentation, recording and checking activities.

Features

A person at this level is required to apply a considerable knowledge and experience to the operation of relevant storehouse systems and procedures.

They may be required to have a knowledge of the materials held in store sufficient for proper identification, handling and storage.

They may be responsible for allocation, oversight and check of the work of a small number of staff.

Typical Duties

The duties listed below are typical of this work level.

- . receive, check and acquit stores, resolve discrepancies, where possible, and refer others to the supervisor;
- . prepare or process stores documents (eg, receipt notes, extract vouchers, or despatch documents) and maintain major storehouse records;
- . allocate tasks to lower level staff and check work performed;
- . oversee appropriate packing, marking and stowage of stores into stock and arrange release of urgently required stores;
- . ensure proper custody of stores, including:
 - conformity to unity piling system (if applicable);
 - stock check of quantities;
 - reference of stores for preservative treatment, where appropriate and
 - check for deterioration of stores or expiry of shelf life;
- . perform or oversee issue and despatch of stores, including check of authorisation, correct packaging and marking of stores;
- . participate in stocktaking by locating, identifying, counting and relocating stores, as directed;
- . take charge of working parties engaged on special tasks;

. arrange stores for survey in order of viewing and assemble associated technical reports; and

. arrange stores for auction in appropriate lots.

WORK LEVEL STANDARDS

FIRE SAFETY OFFICER, GRADES 1 TO 3

JULY 1989

FIRE SAFETY OFFICER, GRADES 1 TO 3

GROUP STANDARD

DEFINITION

The work of positions in this group involves the undertaking of the discrete fire and emergency control function required to implement and maintain an effective and efficient fire loss and emergency control programme within Australia Post necessary to safeguard staff, the public, property and business activities from the hazard of fire and events arising from internal operations or processes of the organisation, or from external sources, which places persons and/or property at risk.

FEATURES

The fire and emergency control function operates under circumstances which require that it be in a staff relationship to line management and work with appropriate line managers in implementing, maintaining and recording the application of corporate policies and procedures on fire and emergency control.

The main nature of the work performed by the group is defined in the corporate Fire and Emergency Control Policy and Procedures.

Essentially, the Fire Safety Officer, Grade 1 level responsibilities are confined to inspecting and reporting on existing fire protection provisions, fire prevention and emergency control procedures at individual locations, and recommending improvements or additions where necessary. Positions of Fire Safety Officer undertaking responsibilities associated with the overall conduct of the fire loss and emergency control programme throughout a State Administration are classified at either the Fire Safety Officer, Grade 2 or Fire Safety Officer, Grade 3 level in accordance with the requirements of the individual work level standards.

TRAINING, SKILLS AND ATTRIBUTES

A person selected for a position in the Fire Safety Officer Group is required to have met the relevant recruitment and selection standards specified in the conditions of entry and advancement section of the Personnel Policies and Procedures Manual and established selection criteria. These include the mandatory requirement that persons selected for Fire Safety Officer, Grades 1, 2 and 3 positions have a minimum of five years operational fire-fighting experience as a permanent member of a full-time fire brigade, fire service or fire fighting authority of a standard recognised as acceptable for the requirements of the position. Other essential selection criteria for each level are summarised in the individual work level standards.

TERMS USED

Under General Direction:

A person under general direction normally undertakes a range of tasks and receives general instructions, usually covering only the broader technical aspects of the work. Discretion in selecting the most appropriate method and sequence of completing tasks is normal.

Conformity with instructions and specified standards may be subject to progress checks, but where these are made they are usually confined to ensuring that, in broad terms, progress is being made. Assignments are reviewed on completion by the immediate supervisor.

Although those working under general direction are expected to be technically experienced and competent, there will be variations to the level of experience which will necessitate some variation in the degree of general direction.

Under Limited Direction:

A person under limited direction will normally be given a clear statement of an objective for an activity and will require little guidance during the performance of the work. Conformity with instructions is usually measured in terms of the achievement of stated objectives to specified standards.

Those working under limited direction are expected to be fully competent and very experienced in a technical sense, requiring only little guidance from the immediate supervisor during the performance of the work.

Within Broad Guidelines:

A person working within broad guidelines will normally be given a statement of the most important overall continuing results that must be accomplished in a major category of work. Those working within broad guidelines are expected to develop and achieve objectives and standards for specific functions under their control that will ensure the attainment of the critical results required by higher levels of management.

Conformity with the broad guidelines is measured in terms of results obtained and the significance of the contribution to the achievement of critical objectives established by management.

Property/Properties:

This term means buildings and their surrounding areas, including their contents, plant, equipment and facilities, owned or leased by Australia Post.

Fire Protection Provisions:

This term means the equipment and other features being planned for or incorporated in a property to minimize the risk of fire, to limit or control fire or to minimize injury to persons or structural damage to the property from fire.

Fire Prevention And Emergency Control Procedures:

This term means the procedures adopted by Australia Post to minimize the risk of fire occurring, to minimize injury to persons and damage to property from fire and other emergency circumstances. Fire prevention and emergency control procedures include those procedures relating to:

- preparation and promulgation of fire orders, viz. instructions to be followed in the event of a fire at individual properties;
- organisation for and training in fire drill and evacuation;
- use of fire fighting equipment; for example, fire extinguishers and fire hose reels;
- preparation and promulgation of first-response emergency control practices for identifiable emergency circumstances which place persons and/or property at risk; for example, bomb threat/suspect explosive devices in the mail; and
- training in first-response emergency control practices including evacuation.

Fire Loss And Emergency Control Programme

A fire loss and emergency control programme means the application of specialised and managerial skills to identify and measure potential loss conditions and requires the implementation of corporate policy on fire and emergency control which covers fire protection provisions and fire prevention and emergency control procedures.

Supervision/Supervise:

Supervision is the exercise of leadership by personally overseeing the work of others. Implicit in this is the responsibility to ensure:

- adequate two-way communication processes are established between supervisory levels and staff;
- staff compliance with corporate policies, instructions and guidelines in relation to conduct, work practices and procedures; and

4.

- the attainment and maintenance of a level of operational performance that accords with predetermined criteria.

Accordingly, it is the responsibility of every supervisor to monitor functions under his/her control with the aim of identifying and resolving problems in relation to staff conduct, work practices and procedures or other matters which impact on the efficient operation of the work area. This requires that supervisors at all levels, subject to the requirements of corporate policies and with the limit of authority as specified in Delegations, work level standards and other approved documentation, undertake the following functions:

- staff counselling;
- initiate staff development and training programmes;
- participate in staff selection and report on conduct diligency and efficiency;
- exercise disciplinary measures;
- deal with industrial representations; and
- develop and maintain harmonious working relations.

FIRE SAFETY OFFICER, GRADE 1

WORK LEVEL STANDARD

DEFINITION

Under general direction, inspect and report on existing fire protection provisions and fire prevention and emergency control procedures in Australia Post properties.

FEATURES

Fire Safety Officer, Grade 1 is the entry point to the Fire Safety Officer Group.

TRAINING, SKILLS AND ATTRIBUTES

A person selected as a Fire Safety Officer, Grade 1 is required to have met the relevant recruitment and selection standards as specified in the conditions of entry and advancement section of the Personnel Policies and Procedures Manual and established selection criteria. In summary, a person at this level must have:

- a minimum of five years operational fire-fighting experience as a permanent member of a full-time fire brigade, fire service or fire fighting authority of a standard recognised as acceptable for the requirements of position;
- a good knowledge of statutory legislation and standards applicable to the fire protection function;
- a good knowledge of the function and behaviour of elements of building structures under fire conditions;
- a good knowledge of the types and operation of fire detection/suppression systems and the codes that are applicable to their installation and maintenance;
- a good knowledge of procedures designed to ensure fire safety in work environments, in particular those relevant to the safe evacuation of personnel under emergency conditions; and
- experience in the conduct of fire prevention and emergency control training.

TYPICAL DUTIES

The duties listed below are typical of this work level:

- . Inspect and report on existing fire protection provisions for Australia Post property, including:
 - checking whether functional/administrative layouts and work practices are consistent with fire safe work environments;

6.

- checking that maintenance schedules for fire protection provisions are being performed as required; and
 - recommending improved or additional provisions.
- . Inspect and report on existing fire prevention and emergency control procedures for property, including:
- checking the promulgation of procedures for action in the event of fire;
 - checking the promulgation of procedures for identifiable emergency circumstances which place persons and/or property at risk; for example, bomb threat/suspect explosive devices in the mail; and
 - arranging for improved or additional procedures.
- . Maintain records of all fire protection, fire prevention and emergency control activities necessary to provide adequate information for the purpose of negotiations or formal enquiries.
- . Investigate and report on fire in Australia Post property and recommended ways to avoid fire in similar circumstances.
- . Prepare and deliver lectures to staff on fire prevention procedures and the control of fire, arrange for or give practical demonstrations of fire-fighting equipment and arrange for the setting up of suitable organisations and procedures to evacuate personnel in the event of fire and to contend with a fire pending the arrival of a fire brigade.

FIRE SAFETY OFFICER, GRADE 2WORK LEVEL STANDARDDEFINITION

Under limited direction, co-ordinate the implementation and maintenance of a fire loss and emergency control programme within a State Administration for the protection of Australia Post staff, the public, property and business activities from the hazard of fire and events arising from internal operations or processes of the organisation, or from external sources, which places persons and/or property at risk.

AND/OR

Under limited direction, evaluate, report and make recommendations on proposed, or proposed alterations to, fire protection provisions and fire prevention and emergency control procedures for Australia Post property.

FEATURES

A person at this level may be required to supervise Fire Safety Officers, Grade 1 and/or perform the duties of Fire Safety Officer, Grade 1.

TRAINING, SKILLS AND ATTRIBUTES

A person selected as a Fire Safety Officer, Grade 2 is required to have met the relevant recruitment and selection standards specified in the conditions of entry and advancement section of the Personnel Policies and Procedures Manual and established selection criteria. In summary, a person at this level must have:

- a minimum of five years operational fire-fighting experience as a permanent member of a full-time fire brigade, fire service or fire fighting authority of a standard recognised as acceptable for the requirements of the position;
- a sound knowledge of, and ability to effectively apply, statutory legislation, standards and practices applicable to the fire and emergency control function;
- experience in administering a fire loss and emergency control programme aimed at effective and efficient application of resources; and
- experience in the implementation of effective fire loss and emergency control training programmes.

TYPICAL DUTIES

The duties listed below are typical of this work level:

- . Co-ordinate the implementation and maintenance of a fire loss and emergency control programme in a State Administration which requires performance of the following functions:
 - undertake inspections of Australia Post properties and/or supervise the work of Fire Safety Officers, Grade 1 to assess, report and maintain records on the adequacy of existing fire protection provisions, fire prevention and emergency control procedures;
 - evaluate and report on proposed, or proposed alterations to, fire protection provisions, fire prevention and emergency control procedures for property;
 - provide recommendations to management on the adequacy of the fire protection and emergency control organisation within the State Administration and co-ordinate the implementation of required corrective action; and
 - ensure the maintenance of fire protection provisions in accordance with the requirements of statutory legislation and/or Australian Standards.
- . Prepare and deliver lectures to staff on fire prevention and first-response emergency control practices, including conducting or arranging practical demonstration in the use of first-attack fire-fighting equipment.
- . Provide specialist technical advice and assistance to line management in fire prevention matters and emergency control practices; for example, the conduct of evacuation exercises under various emergency circumstances.
- . Investigate and report on fire in property where fire involves unusual circumstances such as serious injury, loss of life, arson and major defects in fire protection provisions. Recommend and implement, or co-ordinate the implementation of, ways of avoiding fire in similar circumstances.
- . Maintain liaison with Commonwealth and State Government fire authorities and the fire protection industry on developments in fire protection provisions and other fire and emergency control activities.
- . As required, perform the functions of Fire Safety Officer, Grade 1.

FIRE SAFETY OFFICER, GRADE 3WORK LEVEL STANDARDDEFINITION

Within broad guidelines, plan, lead, organise and control the implementation and maintenance of a fire loss and emergency control programme within a State Administration for the protection of Australia Post staff, the public, property and business activities from the hazard of fire and events arising from internal operations or processes of the organisation, or from external sources, which places persons and/or property at risk.

FEATURES

A person at this level would normally be required to supervise Fire Safety Officers, Grade 1 and/or Grade 2, and may be required to perform the duties of the lower levels.

TRAINING, SKILLS AND ATTRIBUTES

A person selected as a Fire Safety Officer, Grade 3 is required to have met the relevant recruitment and selection standards specified in the conditions of entry and advancement section of the Personnel Policies and Procedures Manual and established selection criteria. In summary, a person at this level must have:

- a minimum of five years operational fire-fighting experience as a permanent member of a full-time fire brigade, fire service or fire fighting authority of a standard recognised as acceptable for the requirements of the position;
- the ability to lead and develop a small team;
- the ability to initiate, direct and co-ordinate the application of approved policy and procedures;
- the capacity to effectively implement and administer fire protection, fire prevention and emergency control programmes; and
- a sound knowledge of, and the ability to effectively apply, statutory legislation, standards and practices applicable to the fire and emergency control function.

TYPICAL DUTIES

The duties listed below are typical of this work level:

- . Plan, lead, organise and control a State Administration fire loss and emergency control programme, requiring the application of approved Fire and Emergency Control Policy, Procedures and Guidelines.

- . Supervise the work of Fire Safety Officers.
- . Provide detailed briefs to meet Australia Post's fire loss and emergency control requirements in all works being planned, designed and documented within the State and:
 - ensure the implementation of effective and efficient facilities for the protection of persons and property; and
 - provide advice and assistance for acceptance tests for fire protection provisions in new projects as required.
- . Ensure the maintenance of fire protection provisions in accordance with the requirements of statutory legislation and/or Australian Standards.
- . Implement approved programmes for the training of staff in fire prevention and first - response emergency control procedures; for example, bomb threat/mail bomb procedures and procedures to cover other identifiable emergency circumstances.
- . Provide supplementary fire prevention and emergency control procedures and guidelines to meet local requirements within the State.
- . Propose revision to Headquarters Fire and Emergency Control Policy and Procedures where new techniques or circumstances require such changes.
- . Investigate causes of fire and other incidents that may have placed Australia Post staff, the public, or property at risk and initiate appropriate action to prevent re-occurrence.
- . Maintain liaison with Commonwealth and State Government fire authorities and the fire protection industry on developments in fire protection provisions and other fire and emergency control activities.
- . As required, perform the functions of subordinate Fire Safety Officer levels.

SPRINTPAK OPERATIONS AND ADMINISTRATIVE STRUCTURE

LEVEL	WORK LEVEL DESCRIPTION
1	<p>Under direct supervision or within a team:</p> <ul style="list-style-type: none">perform straightforward or repetitive tasks or perform such tasks on machines or collate component parts;maintain simple records;operate materials handling equipment. <p>Up to 3 months training may be required to work at this level.</p>
2	<p>Under limited direction, perform a range of work appropriate to this classification which may include:</p> <ul style="list-style-type: none">performing the less straightforward tasks or operations on machinery and equipment;receiving, despatching, reconciliation, basic inventory control;performing more complex keyboard functions using computers or word processors;preparation of bookkeeping entries;performing a range of administrative functions appropriate to this level.

Employees at this level are expected to have an understanding of the functions and roles of the work area and have proficient skill levels to meet the technical requirements of the work. At this level, employees are also expected to exercise discretion consistent with their level of skill and knowledge. At this level, an employee would not normally have a supervisory role, although in certain circumstances, a leading hand role may be required.

3 Under limited direction, perform a range of duties which may include:

supervision of employees at Levels 1 and 2;

high level administrative support to executive and senior management;

more complex administrative functions appropriate to this level.

Discrete supervisory responsibilities are a feature of this level. At this level staff may also be required to assist in developing or adapting procedures and guidelines for the work area. An employee at this level is also expected to exercise higher order skills including judgement and discretion. An employee in a supervisory position should have completed both basic and intermediate supervisory training.

4-8 Positions at these levels will be classified in accordance with the Australia Post Classification System.

DRAFT

WORK LEVEL STANDARDS

POSTAL TRADES OFFICER
SENIOR POSTAL TRADES OFFICER
POSTAL TECHNICAL OFFICER GRADES 1, 2 AND 3
SENIOR POSTAL TECHNICAL OFFICER GRADES 1 AND 2
PRINCIPAL POSTAL TECHNICAL OFFICER

DRAFT

POSTAL AND SENIOR POSTAL TRADES OFFICER
POSTAL TECHNICAL OFFICER GRADES 1 TO 3
SENIOR POSTAL TECHNICAL OFFICER GRADES 1 AND 2
PRINCIPAL POSTAL TECHNICAL OFFICER

GROUP STANDARD

DEFINITION

The work of positions in this group consists of a wide variety of trade related and technical tasks, activities or functions associated with the manufacture, fabrication, installation, modification, maintenance and repair of mail handling, post office, building engineering services, other plant, equipment and facilities and motor vehicle servicing, maintenance and repair. It includes the supervision of staff engaged in this work.

FEATURES

This group performs work in an environment focused primarily on the trades/technical support requirements in Australia Post and includes:

- . trades based activities and the technical maintenance functions associated with the installation, maintenance and repair of mail handling plant and equipment and post office equipment including fault diagnosis/location/rectification and the supervision of this work;
- . repair and maintenance of building engineering services, plant equipment and facilities;
- . motor vehicles servicing, maintenance and repair;
- . technical work including specialist support to professional officers with a minimum of professional direction; and
- . the provision of technical training including the preparation and presentation of instructional material.

The work of supervisory positions in the structure will include a role in relation to on-the-job training of subordinate staff.

Persons in this group may be required to work regular rostered shift work.

TRAINING, SKILLS AND ATTRIBUTES

A First Class Trades Certificate is the minimum qualification requirement for entry into the Postal Trades Officer level of this structure. Progression above this level will depend upon availability of positions and satisfactory completion of training as outlined in the conditions of entry and advancement section of the Personnel Policies and Procedures Manual. The mandatory minimum number of training days at each level in the structure, (up to and including Postal Technical Officer Grade 1) is cumulative in relation to eligibility for advancement to the Postal Technical Officer, Grade 2 level in the structure.

Certain positions in the group require as mandatory the Certificate of Technology (Associate Diploma) or equivalent qualifications. These positions will generally appear at the higher levels in the structure (above Postal Technical Officer Grade 2). Vacancies will be advertised as open to internal and/or external applicants with possession of the Associate Diploma or equivalent being mandatory. Staff will be encouraged to obtain the Certificate of Technology (Associate Diploma) and Traineeships will be made available to selected internal applicants.

Recruitment and selection standards are specified in the condition of entry and advancement section of the Personnel Policies and Procedures Manual. For positions in the higher levels a knowledge of the roles and functions of the relevant work area would be expected and proficient skill levels to meet the technical requirements of the position.

Where positions involve supervisory functions supervisory skills would be required together with interpersonal, analytical, communication and man management skills commensurate with the level of responsibility.

TERMS USED

Class of Mail Centre or Central Mail Exchange

The Class accorded to a Mail Centre or Central Mail Exchange is established by a national classification assessment scheme that is applied to all mail processing facilities where conventional plant and mail handling plant and equipment are located.

Under General Direction:

A person under general direction normally undertakes a range of tasks and receives general instructions, usually covering only the broader technical aspects of the work. Discretion in selecting the most appropriate method and scheduling of tasks is normal.

Conformity with instructions and specified standards may be subject to progress checks, but where these are made they are usually confined to ensuring that, in broad terms, progress is being made. Assignments may be reviewed on completion by the immediate supervisor.

Although those working under general direction are expected to be technically experienced and competent, there will be variations to the level of experience which will necessitate some variation in the degree of general direction.

Under Limited Direction:

A person under limited direction will normally be given a clear statement of an objective for an activity and will require little guidance during the performance of the work. Conformity with instructions is usually measured in terms of the achievement of stated objectives to specified standards.

Those working under limited direction are expected to be fully competent and very experienced in a technical sense, requiring only little guidance from the immediate supervisor during the performance of the work. They are expected to be able to readily adapt to changes in technology.

Within Broad Guidelines:

A person working within broad guidelines will normally be given a statement of the most important overall continuing results that must be accomplished in a major category of work. Those working within broad guidelines are expected to develop and achieve objectives and standards for specific functions under their control that will ensure the attainment of the critical results required by higher levels of management.

Conformity with the broad guidelines is measured in terms of results obtained and the significance of the contribution to the achievement of critical objectives established by management.

Supervision/Supervise:

Supervision is the exercise of leadership by personally overseeing the work of others. Implicit in this is the responsibility to ensure:

- adequate two-way communication processes are established between supervisory levels and staff;
- staff compliance with corporate policies, instructions and guidelines in relation to conduct, work practices and procedures; and
- the attainment and maintenance of a level of operational performance that accords with predetermined criteria.

Accordingly, it is the responsibility of every supervisor to monitor functions under his/her control with the aim of identifying and resolving problems in relation to staff conduct, work practices and procedures or other matters which impact on the efficient operation of the work area. This requires that supervisors at all levels, subject to the authority as specified in Delegations, work level standards and other approved documentation, undertake the following functions:

- staff counselling;

- 7 . 2/11/61
- initiate staff development and training programmes including on-the-job training and on-going evaluation of staff;
 - participate in staff selection and report on conduct, diligence and efficiency;
 - exercise disciplinary measures;
 - deal with industrial representations; and
 - develop and maintain harmonious working relations.

Installation - refers to location or relocation of conventional plant, mail handling plant and equipment, postal plant and equipment, and other plant in Australia Post premises. It also includes the final testing and associated work which is carried out before and during the cut-over of newly installed plant and equipment into service. It includes acceptance of responsibility for the work.

Maintenance - refers to all those actions, (such as servicing, testing, locating, diagnosis and rectification of faults) to ensure that the plant, equipment and/or facility meets the required standards of reliability and performance. It includes corrective and preventative maintenance.

Breakdown Maintenance means those actions necessary to restore plant and/or equipment to specified operating levels after the occurrence of a fault.

Preventative Maintenance means those programmed actions prescribed to keep the performance of the plant within specified levels and to reduce the probability of fault occurrence.

First-in Maintenance means those actions of a set or prescribed nature necessary to restore the plant to temporary service because of personnel safety requirements or likelihood of major disruption to mail processing or staff management. Essentially the actions are in the nature of a first-aid operation.

Complex - in relation to plant and equipment, means comprising various parts connected together and interacting to make a composite, intricate and interdependent item. The number and type of component parts and the functions they perform, plus the degree of interaction, will constitute the inherent complexity of the item.

Complex - in relation to fault location and clearance, normally involves consideration of the complexity of a system rather than the component parts.

Conventional Plant - refers to machinery and equipment in Australia Post premises such as:

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- . conveyors and other devices used to move or process postal articles within a mail processing area.
- . mail handling equipment which may be located in Post Offices as well as mail handling areas e.g., Stamp Cancelling Machines and Wheeler Bins.
- . postal equipment used in Post Offices or related sites for other purposes than mail handling e.g., scales, commodity vending and money changing machines.

Mail Handling Plant and Equipment - Machinery used to prepare or process mail in a mail handling including:

- . Culler Facer Canceller (Toshiba)
- . Letter Sorting Machine (Decoder)
- . Indexing Desk (Coder)
- . Optical Character Recognition (OCR)
- . Flat Sorting Machine (FSM)
- . Parcel Sorting Machine (PSM)

Postal Plant and Equipment - Specialist machinery used in post offices and related sites including:

- . Electronic Counter Terminals
- . Electronic Mail Equipment
- . Postage Charges Calculators
- . Stamp Vending Machines

Other Plant - Machinery and equipment not directly used in the processing of mail but which forms part of the ancillary or support plant related to the building and its purposes including:

- . Public address systems
- . CCTV and intercom systems

Building Engineering Services includes:

- . Emergency power plant
- . Air conditioning plant
- . Lifts and elevators (actions restricted to personal safety requirements)
- . Lighting and power in Mail Centres

PERSONAL SAFETY REQUIREMENTS cover those occasions where Australia Post staff or members of the public may be placed in danger or severe discomfort because of some plant and/or equipment malfunction.

POSTAL TRADES OFFICER

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Level 1

WORK LEVEL STANDARD

DEFINITION

Under general direction undertake the functions of a specific trade discipline or perform those functions together with certain other limited functions of another trade discipline/s, related to tasks associated with the manufacture, fabrication, installation, modification, maintenance and repair of conventional plant, mail handling plant and equipment, postal plant and equipment, other plant and building engineering services plant and equipment, and motor vehicle servicing, maintenance and repair.

FEATURES

This work level comprehends the work required of all First Class Tradesmen employed by Australia Post and the possession of formal trade qualifications, is the key determinant for this level. Staff will perform duties in accordance with specific guidelines and generally under direct supervision. The work level also provides for the performance by the Postal Trades Officer of certain other limited functions of another trade discipline as well as his/her specific trade discipline where they are incidental or peripheral to the main tasks or function according to skills, experience and adequate prior training. Work needs and the skill(s) possessed by staff will determine the application of and extent to which the Postal Trades Officer will undertake tasks of a cross-skilling nature. Staff may be required to supervise apprentices and/or sub-trades staff.

TRAINING, SKILLS AND ATTRIBUTES

Entry to this base level of the Postal Trades/Technical Officer structure requires First Class Trades qualification.

TYPICAL DUTIES

The work of a Postal Trades Officer involves the application of trade knowledge and manipulative skills in activities required in the particular functional area in Australia Post where the staff member is employed. The tasks performed will reflect the level of expertise attained through a First Class Trades Certificate and on-the-job experience.

Examples of limited activities of a trade discipline (ie "cross skilling") that may be performed by the occupant of a Postal Trades Officer position as well as the functions of his/her specific trade discipline include as follows. The activities listed are not intended to be exhaustive.

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- . basic carpentry work involving the use of basic hand tools;
- . disassembly/reassembly of panels on conveyors;
- . minor painting tasks including use of spray cans;
- . painting of doors/windows following their installation;
- . replacing doors/windows including glazing where appropriate;
- . installing locks into timber doors/drawers;
- . minor plastering work;
- . minor fabrication, sheetmetal work and fitting tasks involving use of basic hand tools;
- . welding of non-structural items, glazing and cutting, eg of pipework and fittings;
- . removing/replacing fittings/fixtures/accessories;
- . replacing valves in chill water lines; minor adjustments to air conditioners/fuel pumps;
- . isolation, disconnection and/or reconnection of electrical power to plant and equipment;
- . welding hinges to motor vehicle doors/gates and sides of vans;
- . minor rigging work to install or reposition mail handling plant and equipment.
- . installation and repair of locks/hinges in truck bodies; and
- . minor motor vehicle body repair work including spray painting.

SENIOR POSTAL TRADES OFFICERWORK LEVEL STANDARDLEVEL 2DEFINITION

Under general direction undertake a range of technical tasks associated with the manufacture, fabrication, modification, installation, maintenance and repair of conventional plant, mail handling plant and equipment, postal plant, and equipment, other plant and building engineering services plant and equipment.

OR

Under limited direction undertake advanced or specialised trades functions within a specific trade discipline or undertake functions within a specific trade discipline together with certain other significant functions of another trade or trades related to tasks associated with the manufacture, fabrication, installation, modification, maintenance and repair of conventional plant, mail handling plant and equipment, postal plant and equipment, other plant, building engineering services plant and equipment, and motor vehicle servicing, maintenance and repair.

OR

Under limited direction take charge of and participate in the work of a group of staff performing the functions of a Postal Trades Officer and where applicable other support staff.

FEATURES

The level provides for the first level of technical support associated with the maintenance and repair functions in the Mail Centre/Central Mail Exchange technical environment. Staff undertaking this work require mechanical/electrical/electronic trade based skills as demonstrated by possession of relevant trade qualifications/training.

The essential features of a trade based employee in the higher trades role are either:

- (i) the capability to undertake trade based work of an advanced or specialised nature, eg the work associated with advanced technologies or processes;
or
- (ii) the capability to undertake work of a multi-functional nature requiring the ability to complete significant tasks associated with another trade or a range of trade disciplines as well as functions within a specific trade discipline.

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Staff undertaking "higher" trades work, ie work either of an advanced or multi-functional nature are not precluded from performing a supervisory role. However, because of the nature and demands of the higher trades work the supervisory role will of necessity need to be limited. Similarly, positions provided primarily for supervisory purposes may perform "higher" trades work; however this is likely to be of a limited nature. Staff performing the "higher" trades work would not require direct supervision in respect of the work undertaken.

The first level of trades supervision is also provided for in this work level.

Staff at this work level may be required to conduct on the job training and evaluate performance of subordinate staff.

TRAINING, SKILLS AND ATTRIBUTES

A person selected as a Senior Postal Trades Officer is required to have met the relevant recruitment and selection standards as specified in the conditions of entry and advancement section of the Personnel Policies and Procedures Manual and established selection criteria.

Entry to Senior Postal Trades Officer level requires a relevant advanced certificate (3300 stream) TAFE qualification or first class trades certificate plus a relevant post trade qualification equivalent to a TAFE 3200 stream course with 4 years of relevant experience or in both cases such lesser experience as the Corporation determines. Advancement from Postal Trades Officer level will be subject to the completion of the relevant training as prescribed in the Personnel Policies and Procedures manual.

The duties of staff at this level in either the advanced or multi-functional roles will involve primarily the application of trades knowledge and skill obtained through either relevant post trade qualifications of an advanced order in the specific trade discipline of the officer or trade skill/qualifications of another trade at a level equivalent to the second year apprenticeship in that particular trade. In normal circumstances these skills/qualifications would be obtained through on the job training and/or internal/external training.

TYPICAL HIGHER TRADE FUNCTIONS

ADVANCED TRADES WORK

Carpenter

Cabinet making, including the fabrication, installation, modification and repair of complex articles of furniture, fittings and fixtures.

Fitter and Turner

Installation, modification and repair, including complex fault rectification work associated with pneumatic and hydraulic systems.

Construction of support frames with load bearing characteristics.

Toolmaking.

Welder

Performance of tig and mig welding tasks, including mild steel, stainless steel and aluminium sheets and/or of structural components.

Inspect, design, recommend and perform quality control tasks associated with all aspects of welding fabrication.

Signwriter

Perform computerised sign and lettering production and graphic art work.

Motor Mechanic

Repair and installation of LPG equipment.

Repair and maintenance work on heavy vehicle, diesel motors, motor-cycles, trailers, pollution control equipment.

Repair and maintenance work on vehicles peculiar to AP eg UK transit van; Pop top truck; Roller Bed truck.

Certification of AP vehicles for registration purposes.

Repair and service of air conditioning units in Australia Post vehicles.

MULTI-FUNCTIONAL WORK

Typical significant tasks associated with particular trade functions are shown. ~~The tasks listed are not intended to be exhaustive.~~

Electrical

Isolate electrically powered mail plant and equipment and repair, replace or modify components.

Welding

Weld, cut and gouge structural steel components using both Manual Metal Arc and Fuel Gas Welding techniques.

Sheetmetal Work

Fabricate, modify, assemble and install reasonably complex sheet metal components and structures.

Electronics

Programmable Logic Controllers use and programming.

Basic electronic and mechanical maintenance of electronic scales and Frama stamp machines.

Installation and maintenance of Electronic Counter Services equipment.

Signwriting

Prepare and paint signs and lettering production.

TYPICAL DUTIES

Typical duties of this work level include:

- . Perform basic preventative ~~and first-in~~ maintenance programmes in mail handling plant and equipment and ^{first in maintenance} other plant in central mail exchanges, mail centres or post offices.
 - . Undertake fault diagnosis and rectification work where necessary.
 - . Undertake minor investigations and tasks related to improved performance of equipment.
 - . Assist generally in the performance of the full range of tasks associated with the installation, maintenance and repair of mail handling plant and equipment, post office counter and electronic mail equipment.
 - . Provide first-in maintenance on building engineering services and other plant in a mail exchange and/or mail centre and/or post office or associated site.
 - . Test emergency power generation equipment.
-
- . Remove and/or install sub-assemblies or parts associated with mail handling plant and equipment and other plant in central mail exchanges, mail centres and/or post offices.
 - . Take charge of and participate in the work of a group of Postal Trades Officer staff and, where appropriate, other support staff.
 - . Disconnect, maintain and reconnect equipment, including modules, assemblies or components, supplied by single or three phase power.

POSTAL TECHNICAL OFFICER GRADE 1WORK LEVEL STANDARDDEFINITION

Under general direction undertake the full range of skilled technician tasks associated with the installation, maintenance, modification, and repair of conventional plant, mail handling plant and equipment, postal plant and equipment and other plant in Central Mail Exchanges, Mail Centres and/or post offices and related sites.

OR

Under general direction undertake a variety of routine technical (engineering) activities associated with the installation, maintenance, modification and repair of conventional plant, mail handling plant and equipment, postal plant and equipment and other plant in Mail Centres, Central Mail Exchanges, and/or post offices and related sites.

OR

Under limited direction take charge of and participate in the work of a group of Postal Trades Officer and Senior Postal Trades Officer staff performing electrical fitting and mechanical functions, and other support staff.

OR

Under limited direction, at a Class 3 Mail Centre, take charge of the installation, maintenance, modification and repair activities for conventional plant, and mail handling plant and equipment, where the work load associated with such plant and equipment requires only one technical operative position.

FEATURES

This work level includes provision for staff that will be required to carry out the full range of manipulative functions including analysis of complex faults requiring the application of high level diagnostic skills. Staff undertaking this work may also be required to perform the technician support tasks of the appropriate role of the Senior Postal Trades Officer work level.

The work level also provides for technical (engineering) support activities related to the provision, development and evaluation of equipment utilised in the Australia Post technical environment.

A person at this level is expected to have the ability to control the work of lower level staff and, where appropriate, apprentices. He/she may also be required to conduct on-the-job training of subordinate staff and to evaluate subordinate performance.

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TRAINING, SKILLS AND ATTRIBUTES

A person selected as a Postal Technical Officer, Grade 1 is required to have met the relevant recruitment and selection standards as specified in the conditions of entry and advancement section of the Personnel Policies and Procedures Manual and established selection criteria.

Entry to this work level requires an associate diploma (3500 stream) TAFE qualification or advanced certificate with 4 years relevant experience or first class trades certificate with a relevant post trade qualification equivalent to a TAFE 3200 stream course with 6 years relevant experience, or in all cases, such lesser experience as the Corporation determines Advancement from the Senior Postal Trades Officer level will be subject to the completion of the relevant training as prescribed in the Personnel Policies and Procedures Manual.

TYPICAL DUTIES

Typical duties of this work level include:

- . Locate, diagnose and rectify complex faults in mail handling plant and equipment and other plant in Central Mail Exchanges and Mail Centres and/or in post offices and associated sites.
- . Direct and supervise a number of lower level staff engaged on installation, maintenance and repair activities. Take charge of smaller projects or isolated parts of larger projects.
- . Undertake test programmes on public address systems and CCTV to ensure its proper operation.
- . Undertake minor investigations and recommend modifications.
- . Undertake commissioning and acceptance testing of new mail handling equipment and post office counter equipment.
- . Undertake technical (engineering) tasks associated with the manufacture and/or modification of mail handling or postal equipment and/or components.
- . Undertake straightforward developmental work and tests associated with development trials, equipment evaluation and quality assurance.
- . Provide assistance in relation to the more complex tasks associated with modification and installation of mail handling plant and equipment in mail centres and post offices.
- . Take charge of, direct and participate in the work of a group of subordinate staff performing electrical fitting and mechanical functions, including support staff.

POSTAL TECHNICAL OFFICER GRADE 2WORK LEVEL STANDARDLEVEL 4DEFINITION

Under limited direction take charge of the installation, maintenance, modification and repair activities for conventional plant, mail handling plant and equipment, and other plant:

- in a Class 3 Mail Centre where the level of plant and equipment requires no greater than one Postal Technical Officer Grade 1 on each shift.

OR

- on a maintenance shift in a Class 2 or Class 1 Mail Centre or Central Mail Exchange where the level of plant and equipment requires more than one Postal Technical Officer, Grade 1 on each shift.

OR

Under limited direction oversight more than one work party that is responsible for the installation, maintenance and repair activities for conventional plant, mail handling plant and equipment, postal plant and equipment in a post office or associated site where electronic postal equipment is installed.

OR

Under limited direction co-ordinate and control the activities of a group of staff employed on various trades tasks associated with the manufacture, fabrication, installation, modification, maintenance and repair of conventional plant, mail handling plant and equipment and postal plant and equipment and/or building engineering services plant and equipment or motor vehicle servicing, maintenance and repair activities.

OR

Under limited direction control and guide a group of Apprentices/Trainees; plan and organise work programmes, and provide practical trades skill training.

OR

Under limited direction ascertain the extent of, and prepare estimates for, repairs and/or modifications required to stores and equipment to be carried out by trade repair firms. Negotiate with such firms on their quotations for work to be done, supervise the execution of the work and accept completed work on behalf of Australia Post.

OR

Under limited direction perform a variety of technical (engineering) activities of limited complexity associated with the installation, maintenance and repair of conventional plant, mail handling plant and equipment and postal plant and equipment.

FEATURES

The Postal Technical Officer Grade 2 work level provides for employment of an experienced officer who will be required to undertake work without close supervision. The individual may be required to supervise subordinate staff, provide on the job training and evaluate subordinate performance. In addition to the performance of the technical supervisory role at Mail Centres, staff at this work level shall, as required, also perform the full range of duties and functions of a Postal Technical Officer Grade 1 employed in mail handling plant and equipment repair and maintenance work.

Staff at this work level may be required to conduct on-the-job training and evaluate performance of subordinate staff.

TRAINING, SKILLS AND ATTRIBUTES

A person selected as a Postal Technical Officer, Grade 2 is required to have met the relevant recruitment and selection standards as specified in the conditions of entry and advancement section of the Personnel Policies and Procedures Manual and established selection criteria.

Entry to this work level requires an associate diploma with 4 years relevant experience or advanced certificate with 6 years relevant experience or first class trades certificate with a relevant post trade qualification equivalent to a TAFE 3200 stream course with 8 years relevant experience or in all cases, such lesser experience as the corporation determines. Advancement from the Postal Technical Officer Grade 1 level will be subject to the completion of the relevant training is prescribed in the Personnel Policies and Procedures Manual.

TYPICAL DUTIES

Typical duties of this work level include:

- Direct and supervise one or more lower level staff engaged on installation, maintenance and repair activities on mail handling plant and equipment in Central Mail Exchanges, Mail Centres and/or on postal plant and equipment in post offices and associated sites.

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- . Perform the full range of tasks associated with the installation, maintenance and repair of mail handling plant and equipment and other plant, including complex fault location and clearance, in Central Mail Exchanges and Mail Centres and/or postal plant and equipment in post offices and associated sites.
- . Undertake investigations and prepare reports on the effectiveness of maintenance arrangements on mail handling plant and equipment and/or post office equipment.
- . Control and supervise the work of a group of Postal Trades and Senior Postal Trades Officer staff undertaking trade related activities.
- . Determine work priorities and oversee the quality and quantity of work undertaken to ensure that satisfactory standards are maintained and corrective action taken where necessary.
- . Ascertain the nature and extent of repairs and/or modifications required to Australia Post vehicles. Estimate requirements for labour, parts and materials. Arrange for work to be carried out.
- . Carry out progress and final acceptance inspection to ensure satisfactory execution of repairs or modifications. Accept completed work on behalf of Australia Post.
- . Perform pre-acceptance checks of new vehicles and vehicle bodies obtained from suppliers.
- . Control and guide groups of Apprentices/Trainees and plan and organise associated work programmes. Provide theoretical and practical training.
- . Undertake investigation and development work and/or measurements, tests and trials (including quality assurance tests).
- . ~~Direct the work of subordinate staff and, where necessary, participate in the installation, maintenance, fault diagnosis and repair of mail handling plant and equipment and facilities and/or post office equipment.~~
- . Prepare less straightforward technical documentation and reports.
- . Assist in the development of technical training and deliver training courses.
- . Prepare specifications associated with the purchase/supply of equipment and materials.
- . Develop and maintain data bases related to spare parts, equipment and fault statistics.

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- . Maintain a fault reporting system and associated statistics.
- . Control stores of materials and spare parts.

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POSTAL TECHNICAL OFFICER GRADE 3WORK LEVEL STANDARDDEFINITION

Under limited direction take charge of the installation, maintenance, modification and repair activities for conventional plant, mail handling plant and equipment, and other plant in a Class 2 Mail Centre.

OR

Under limited direction co-ordinate and control the functions of a large group(s) of staff employed on various trades tasks associated with the manufacture, fabrication, installation, modification, maintenance and repair of conventional plant, mail handling plant and equipment, postal plant and equipment, other plant, and/or building engineering services or motor vehicle servicing, maintenance and repair.

OR

Under limited direction undertake complex technical (engineering) activities involving a wide variety of tasks associated with the installation, maintenance and repair of conventional plant, mail handling plant and equipment and postal plant and equipment.

FEATURES

The work of a Postal Technical Officer, Grade 3 level requires staff who have had considerable relevant experience who will undertake work of some technical complexity. The level provides for staff who may supervise other technical (engineering) or trades staff and includes the supervisory role, as the in-charge officer, of staff undertaking the technical repair and maintenance function at a Class 2 Mail Centre. Such supervisory staff shall as required, also perform, the full range of duties and functions of a Postal Technical Officer Grade 1 employed in mail handling plant and equipment repair and maintenance work.

The work level also includes a supervisor in the trades environment, who will generally, have a wide breadth of experience in a specific trade and will be capable of applying this experience to the technical complexities of the work and to the control of subordinate groups. He/she will usually have a good appreciation of other trades under his/her control.

Staff at this work level may be required to conduct on-the-job training and evaluate performance of subordinate staff.

TRAINING, SKILLS AND ATTRIBUTES

A person selected as a Postal Technical Officer Grade 3 is required to have met the relevant recruitment and selection standards as specified in the conditions of entry and advancement section of the Personnel Policies and Procedures Manual and established selection criteria.

Entry to this level requires an associate diploma with 4 years relevant experience or an advanced certificate with 6 years relevant experience or first class trades certificate with a relevant post trade qualification equivalent to a TAFE 3200 stream course with 8 years relevant experience or in all cases, such lesser experience as the corporation determines.

TYPICAL DUTIES

- . Direct and supervise a number of lower level staff engaged on installation, maintenance and repair activities on mail handling plant and equipment in Mail Centres or on postal plant and equipment in post offices and related sites.
- . Co-ordinate and control the work of large group(s) of subordinate staff undertaking trade related activities.
- . Determine work priorities and oversee the quality and quantity of work undertaken to ensure that satisfactory standards are maintained and corrective action taken where necessary.
- . Plan and review work methods and manpower usage, material and equipment in the group(s) controlled and allocate these resources, as appropriate.
- . Prepare complex technical documentation and reports.
- . Provide training courses to technical and trade staff.
- . Control and supervise the activities of a technical (engineering) group involved in development, and/or testing and evaluation of equipment, materials and components.
- . Undertake planning, design, development and field liaison work associated with installation and modification projects.
- . Participate in, where necessary, the analysis and repair of complex systems faults.
- . Assess material spares and equipment requirements, monitor usage and recommend purchase quantities.

SENIOR POSTAL TECHNICAL OFFICER, GRADE 1WORK LEVEL STANDARDDEFINITION*Within broad guidelines*

Under limited direction take charge of the installation, maintenance, modification and repair activities for conventional plant, mail handling plant and equipment, and other plant in a Class 1 Mail Centre or Central Mail Exchange.

OR

Within broad guidelines

Under limited direction co-ordinate and control the functions of a group of staff employed in a large Engineering Workshop on tasks associated with the manufacture, fabrication, installation, modification, maintenance and repair of conventional plant, mail handling plant and equipment, postal plant and equipment and other plant.

OR

Within broad guidelines

Under limited direction co-ordinate and control, and where necessary participate in, the activities of staff undertaking trade and/or technical (engineering) tasks associated with the installation, maintenance, modification and repair of conventional plant, mail handling plant and equipment, postal plant and equipment and other plant and building engineering services, plant, equipment and facilities.

Within broad guidelines

Under limited direction undertake technical (engineering) work of high importance associated with highly complex mail processing and postal equipment.

FEATURES

The work of a Senior Postal Technical Officer, Grade 1 requires an officer who has had extensive experience of a technical nature who will be required to undertake work of particular complexity and control a wide range of functions. The work generally will demand a high order of individual ability and technical judgement and include a supervisory role, in relation to the technical (engineering) work requirements in Australia Post. The work level includes a supervisory role, as the in-charge officer, of staff undertaking the technical repair and maintenance function at a Class 1 Mail Centre (including Central Mail Exchange). Such supervisory staff shall as required, also perform the full range of duties and functions of a Postal Technical Officer Grade 1 employed on mail handling plant and equipment repair and maintenance work.

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A technical specialist may also be provided at this work level who will undertake highly specialised and very detailed technical (engineering) work requiring a very detailed and high order of technical knowledge. Such work may have a national responsibility. A technical specialist may also be required to oversight and direct a small number of technical (engineering) staff.

Staff at this work level may be required to conduct on the job training and evaluate performance of subordinate staff.

TRAINING, SKILLS AND ATTRIBUTES

A person selected as a Senior Postal Technical Officer, Grade 1 is required to have met the relevant recruitment and selection standards as specified in the conditions of entry and advancement section of the Personnel Policies and Procedures Manual and established selection criteria.

Entry to this level requires an associate diploma with 4 years relevant experience or advanced certificate with 6 years relevant experience or first class trades certificate with a relevant post trade qualification equivalent to a TAFE 3200 relevant course with 8 years relevant experience or in all cases such lesser experience as the corporation determines.

TYPICAL DUTIES

Typical duties at this level include:

- Control and supervise the work of a group or groups of Postal Trades and/or Postal Technical Officer personnel engaged on installation, maintenance and repair activities at a Class 1 Mail Centre (including Central Mail Exchange).
- Control and supervise the work of groups of Postal Trades, Postal Technical Officer staff and where appropriate other support staff undertaking trade/technical (engineering) related activities in a large Engineering Workshop.
- Determine work priorities and oversee the quality and quantity of work undertaken to ensure that satisfactory standards are maintained and corrective action taken where necessary.
- Plan and review work methods and manpower usage, material and equipment in the group(s) controlled and allocate those resources, as appropriate.
- Control and supervise the activities of a group of staff involved in the more complex design, development and installation of electronic, electrical and/or mechanical components of mail handling and post office equipment.

- . Oversight a materials inspection programme and the detailed planning and field liaison work associated with parts or items manufactured/purchased under contract. Where necessary conduct the more difficult tests, measurements and investigations in relation to trials on prototype equipment.
- . Oversight and undertake where necessary the preparation of cost and material estimates, specifications and instructions for the manufacture, modification and installation of mail handling and post office equipment.
- . Direct and where necessary participate in activities associated with training programmes, including the preparation of related technical data for staff involved in the installation, maintenance and repair of mail handling and post office equipment.
- . Oversee a group of staff engaged in the planning and initiation of procurement, equipment monitoring and spare parts distribution control for a wide range of mail handling and post office equipment and material.
- . Undertake highly complex installation, testing, operation or maintenance activities on mail processing and/or postal equipment.

SENIOR POSTAL TECHNICAL OFFICER, GRADE 2WORK LEVEL STANDARDDEFINITION

Within broad guidelines, organise, direct and control the work of a large group of trades and technical (engineering) staff undertaking tasks associated with the installation, maintenance and repair of conventional plant, mail handling plant and equipment, postal plant and equipment and other plant and, where appropriate, building engineering services, plant, equipment and facilities.

OR

Within broad guidelines, organise, direct and control the work of a small group of technical (engineering) staff and undertake a range of multi-functional activities associated with the installation, maintenance and repair of conventional plant, mail handling plant and equipment, postal plant and equipment and other plant.

OR

Within broad guidelines, organise, direct and control the work of a small group of technical (engineering) staff and undertake related specialised technical (engineering) work associated with the installation, maintenance and repair of conventional plant, mail handling plant and equipment, postal plant and equipment and other plant.

OR

Within broad guidelines, undertake technical (engineering) work of national importance associated with highly complex mail processing and postal equipment.

FEATURES

The work undertaken by the Senior Postal Technical Officer, Grade 2 level demands a very high order of individual ability and technical judgement. The level requires a highly experienced officer who is required in most cases to exercise managerial ability, generally at Section or Sub-Section Head Level.

In a managerial role the majority of the work is associated with the co-ordination and deployment of resources to ensure effective and efficient performance. The technical (engineering) work undertaken is of high importance and very complex in nature. Such a position may also be required to organise and direct technical (engineering) staff engaged on multi-functional activities. These activities may have a national focus.

This work level also provides for a technical specialist who will undertake highly specialised and very detailed technical (engineering) work and who also may be required to oversight and direct a small number of technical (engineering) staff. The occupant will undertake activities of major importance for which he/she must have an indepth knowledge and understanding. A technical specialist at this level will undertake work of major importance which has a national responsibility. This work requires a very detailed and high order of technical knowledge.

TYPICAL DUTIES

Typical duties include:

- . Direct, co-ordinate control and oversight the operations of a Section/Sub section involved in the manufacture, fabrication, installation, modification, maintenance and repair of mail handling and post office equipment and where appropriate, building engineering services plant, equipment and facilities.
- . Take charge of a group of staff performing complex, specialised multi-functional activities, such as:
 - national spare parts management for mail handling and post office equipment; development and testing facilities, developmental projects; and
 - production planning, estimating, scheduling and procurement and materials inspection and quality assurance.
- . Design, implement and test the more complex components including the application of appropriate computer hardware/software for use in mail processing and postal equipment.

PRINCIPAL POSTAL TECHNICAL OFFICER

(Level 8)

WORK LEVEL STANDARDDEFINITION

Within broad guidelines, organise direct and control the work of a large group of trades and technical (engineering) staff undertaking tasks associated with the installation modification, maintenance and repair of conventional plant, mail handling plant and equipment, postal plant and equipment and other plant.

OR

Within broad guidelines, organise, direct and control the work of technical (engineering) staff undertaking a significant range of highly complex, multi-functional activities associated with the installation, maintenance and repair of conventional plant, mail handling plant and equipment, postal plant and equipment, and other plant.

OR

Within broad guidelines, undertake highly specialised and detailed technical (engineering) work of national importance related to the operational systems performance of mail handling plant and equipment and/or postal plant and equipment.

FEATURES

The work undertaken by a Principal Postal Technical Officer is of major importance and generally of a highly complex nature. The majority of positions provided at this level will be of a managerial nature. Such positions will exercise a particularly high degree of autonomy of control in relation to the deployment, allocation of staff and the activities undertaken. A technical specialist, where provided at this level, will undertake work with national responsibilities which is of major importance and the matters to which the position applies a specialised knowledge are particularly complex in nature. Such a position may be required to oversight and direct a small number of technical (engineering) staff, however, the managerial component of the role is not significant.

TYPICAL DUTIES

Typical duties include:

- Direct co-ordinate and control the operations of a Section involved in the modification, maintenance and repair of mail handling plant and equipment at a large number of mail processing facilities.

DRAFT

- . Direct co-ordinate and control the operations of a Section involved in the installation, modification and repair of mechanical mail handling plant and equipment and post office equipment and assume overall technical control of associated workshop activities.
- . Oversight the activities of technical (engineering) staff undertaking functions associated with the installation, modification, maintenance and repair of mail handling plant and equipment and post office equipment.
- . Undertake special major projects associated with the planning, implementation and control of technical (engineering) maintenance activities in a large number of mail processing facilities.
- . Develop and implement measures necessary at a national level to assure the operational systems performance of automated letter processing equipment. Identify, diagnose and resolve problems affecting highly complex automatic letter processing systems.

PROPOSED TECHNICAL SERVICES OFFICER STRUCTURE
TECHNICAL SERVICES OFFICER GRADE 1

(LEVEL 1)
DRAFT DEFINITION

- . Undertake a variety of routine technical tasks associated with the functional planning, construction, alteration, repair, maintenance and/or other aspects of buildings.

OR

- . Undertake a variety of routine technical tasks in a building engineering services field associated with the functional planning, construction, alteration, repair, maintenance and/or other aspects of buildings.

OR

- . Undertake a variety of routine drafting tasks, including less involved plans, drawings, charts, maps or documentation in an engineering, building and/or building engineering services field.

OR

- . Undertake routine graphic design tasks, including the conception and planning of such work and assist in the production of graphic designs.
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PROPOSED TECHNICAL SERVICES OFFICER STRUCTURE
TECHNICAL SERVICES OFFICER GRADE 2

(LEVEL 2)
DRAFT DEFINITION

- . Undertake technical work, including tasks of limited complexity, associated with the functional planning, design, alteration, construction, maintenance and/or other aspects of buildings.

OR

- . Undertake technical work, including tasks of limited complexity in a building engineering services field, associated with the functional planning, design, alteration, and/or maintenance of building works.

OR

- . Undertake drafting work of some complexity, involving a variety of assignments or projects including, where appropriate, more difficult design tasks and/or developmental and systems studies concerning engineering equipment and systems.

OR

- . Undertake more difficult graphic design tasks, including the conception and planning of such work, and assist in the production of design roughs and finished artwork.
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PROPOSED TECHNICAL SERVICES OFFICER STRUCTURE
SENIOR TECHNICAL SERVICES OFFICER GRADE 1

(LEVEL 3)
DRAFT DEFINITION

- . Undertake technical work, either as a member of a team or as an individual, associated with the functional planning, design, alteration, construction and/or maintenance of building works.

OR

- . Undertake complex technical work in a building engineering services field, either as a member of a team or as an individual, associated with the functional planning, design, alteration, construction and/or maintenance of building works.

OR

- . Supervise construction, alteration and maintenance work undertaken in relation to Australia Post buildings by private contractors and, where appropriate, Australia Post staff including, where appropriate, work performed in the building engineering services field.

OR

- . Take charge of a small group of staff engaged on drafting work, and/or undertake advanced or unusual drafting work in a specialised field, or design drafting relating to a variety of projects/works and, where appropriate, undertake investigative, planning, development and design studies on projects associated with engineering equipment and systems.

OR

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- . Undertake graphic design projects, including the creation of graphic design concepts and the generation of finished artwork.

PROPOSED TECHNICAL SERVICES OFFICER STRUCTURE
SENIOR TECHNICAL SERVICES OFFICER GRADE 2

(LEVEL 4)
DRAFT DEFINITION

- . Undertake technical work, either as a team leader, as a member of a team or as an individual, associated with the functional planning, design, alteration, construction and/or maintenance of complex building works.

OR

- . Undertake technical work in a building engineering services field, as a team leader, a member of a team or as an individual, associated with the functional planning, design, alteration, construction, and/or maintenance of complex building works.

OR

- . Control and co-ordinate the work of subordinate staff undertaking tasks associated with acceptance, inspection, commissioning and disposal of vehicles and ancillary equipment and/or workshops staff involved in the maintenance of vehicles.

OR

- . Undertake highly specialised tasks associated with the development of technical specifications for the more complex vehicle tenders.

OR

- . Take charge of a group of subordinate staff undertaking complex drafting work and/or undertake design drafting work of particular complexity relating to a variety of projects/works, and, where appropriate, undertake investigative, planning, development and design studies on major projects associated with engineering equipment and systems.

OR

- . Undertake the more difficult graphic design projects, including the creation of complex design concepts and the generation of finished artwork.

PROPOSED TECHNICAL SERVICES OFFICER STRUCTURE
SENIOR TECHNICAL SERVICES OFFICER GRADE 3

(LEVEL 5)
DRAFT DEFINITION

- . Within the limits of approved policy and programmes, control and co-ordinate the work of subordinate staff undertaking work associated with the design and construction of major works, minor works and repairs and maintenance projects; or perform individual work of a highly involved nature associated with the planning of the more complex building projects.

OR

- . Within the limits of approved policy and programmes, undertake a project manager role and/or control and co-ordinate the work of subordinate staff undertaking tasks associated with building engineering services functions involving design and construction of major works, minor works and repairs and maintenance projects.

OR

- . Undertake highly specialised tasks associated with the development of technical specifications for the very complex vehicle tenders.

OR

- . Within the limits of approved policies and programmes, undertake highly specialised graphic design work of a novel, complex or critical nature, including the provision of expert technical advice and/or art direct (lead) junior design staff on more complex time-specific projects.
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PROPOSED TECHNICAL SERVICES OFFICER STRUCTURE
PRINCIPAL TECHNICAL SERVICES OFFICER GRADE 1

(LEVEL 6)
DRAFT DEFINITION

- . Within the limits of approved policies and programmes, take charge of a small sized buildings and property area involving design and construction of major works, minor works and repairs and maintenance projects; or perform a second-in-charge role in respect of a medium sized buildings and property area.

OR

- . Within the limits of approved policies and programmes, take charge of a building engineering services function involving design and construction of major works, minor works and repairs and maintenance projects.

OR

- . Within the limits of approved policies and programmes, take charge of a drafting office and co-ordinate and direct the work of discrete groups of subordinate staff undertaking drafting work.
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