6 Skills-based Structure

The parties have negotiated a skills-based award structure consisting of four overlapped bands within which classifications have been broadbanded into levels according to six key skill descriptors.

The four bands are:

<table>
<thead>
<tr>
<th>No.</th>
<th>Band</th>
<th>Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Operational</td>
<td>4</td>
</tr>
<tr>
<td>2</td>
<td>Administrative/Technical/Trades</td>
<td>3</td>
</tr>
<tr>
<td>3</td>
<td>Professional/Specialist</td>
<td>4</td>
</tr>
<tr>
<td>4</td>
<td>Executive</td>
<td>4</td>
</tr>
</tbody>
</table>

The four-band structure was based on the recommendations of the Skills Audit Report which provided details of jobs, tasks and skills held by every employee in a representative sample of 10 councils.

The criteria used in determining the jobs that would fit into each band was:

- entry level qualifications; and
- skills relevant to each band considering:
  - required competency level;
  - importance of the skills; and
  - frequency of the use of the skills.

The six key skill descriptors are:

1. Authority and Accountability;
2. Judgement and Problem Solving;
3. Specialist Knowledge and Skills;
4. Management Skills;
5. Interpersonal Skills; and

In transferring the existing award classifications to the new award councils must refer to the six skill descriptors for each band and level.

Councils must look at the employees’ positions in transferring to the new award, not their rates of pay.

If council is unsure of whether the position fits into a particular level based on the six skill descriptors, there are a number of other criteria that may assist.
As well as the general description of each band, councils should consider the following criteria when transferring positions to the new award:

- the general descriptions;
- the skill descriptors;
- work characteristics;
- skills matrix; and
- indicative classifications.

6.1 Skill Descriptors

Skill descriptors are the only criteria for transfer that have been included in the award, however, other criteria may also be a guide for councils. These six descriptors are not intended to be of equal value - they can be weighted differently for the various positions within your organisation.

The descriptors can be summarised as follows:

- Authority and Accountability - the authority or the freedom the employee has for making decisions, the impact of these decisions and the level of responsibility for these decisions.
- Judgement and Problem Solving - the demand for analysis and evaluation of issues and the need for creative reasoning and innovative decision making.
- Specialist Knowledge and Skills - the sum total of knowledge and skills that is acceptable for the performance of the job. Both breadth and depth of knowledge and the ability to apply the knowledge is necessary.
- Management Skills - the scope and complexity of activities involving degrees of planning, organising, performing, co-ordinating and reviewing.
- Interpersonal Skills - the skills required for negotiating, influencing and gaining cooperation from others.
- Qualifications and Experience - the education, training and experience required to perform the job.

The descriptors are the prime determinant for the transfer of the old classification to the correct level in the band. Councils must take each individual position and break down the position's responsibilities, skills, etc., to determine if the position matches with a particular level in a band. Where the "match" for the position is 80% or greater in a level then the position can be classified at that level. It is not essential that positions meet all skills criteria, particularly with regard to management skills.

For example, a high-level advisory position may match the authority and accountability, judgement and problem solving and have the required specialist knowledge and skills for the level without being required to exercise management skills. Where it is specified, that supervision or management may be required, then it is optional and does not have to apply to the position.
STRUCTURE OF THE NEW AWARD

How do councils determine when the 80% level is reached?

Councils will need to assess whether each of the skill descriptors in a particular level is an accurate description of the skills and tasks required for a particular job, to determine whether the job reaches the 80% or above level.

The parties have agreed that on transfer to this award and where the competency of the employee is below that required by the employee's present position any training required to develop competencies for the position may not necessarily attract additional salary points (see Section 12). The employee shall be advised prior to the undertaking of such training. An employee who transferred across to the new award without "satisfying" the skill descriptors may be required to undertake training to attain a "100% fit".

Council would need to follow the process of matching job requirements with the descriptors for all positions in the council.

Some positions may be in one level for a skill descriptor and a higher or lower level for other skill descriptors. If 80% or a lesser majority of the factors are assessed in a particular level then the job should be placed in that level. The skill descriptors are not intended to be of equal value - they can be weighted differently for the different positions within the council. For example, a labouring position in the Operational Band may have the following characteristics:

<table>
<thead>
<tr>
<th>Skills</th>
<th>Description</th>
<th>Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authority and Accountability</td>
<td>Responsible for the completion of basic tasks with guidance individually or in a team environment</td>
<td>2</td>
</tr>
<tr>
<td>Judgement and Problem Solving</td>
<td>Judgement is required to follow pre-determined procedures where a choice between more than two options is present</td>
<td>3</td>
</tr>
<tr>
<td>Specialist Knowledge and Skills</td>
<td>Job specific skills and knowledge would normally be gained through on-the-job training and experience, although short courses may be completed at TAFE</td>
<td>2</td>
</tr>
<tr>
<td>Management Skills</td>
<td>Not required</td>
<td>1 or 2</td>
</tr>
<tr>
<td>Interpersonal Skills</td>
<td>Frequent communication with other staff and/or the public is common but normally at a routine level</td>
<td>2</td>
</tr>
<tr>
<td>Qualifications and Experience</td>
<td>Completion of School Certificate or the Higher School Certificate may be sought. Completion of an appropriate labour market program or similar short-term work/skills experience is desirable</td>
<td>1</td>
</tr>
</tbody>
</table>

In this example, the importance or greatest weighting would be given to "Specialist Knowledge and Skills".
The result of the assessment for this position would then be an overall match of Level 2. This process should be followed for all positions or groups of positions and should be completed within the six-month implementation period agreed to by the parties. If there is any concern from any person about the process of assessment or the assessment itself the matter should be referred to the consultative committee.

6.2 Work Characteristics

Work characteristics have been provided for every band and level to assist councils in further refining which level classifications will fit. The work characteristics supplement the skill descriptors in the new award and are complemented by the other guides, namely the skills matrix and the indicative classifications.

6.3 Skills Matrix

The skills matrix set out in Appendix (begins page 99) has been developed to assist in the implementation of the skills-based structure. The skills matrix identifies skills at the lowest level that they would be applied. Obviously, these skills can be applied at all levels above the minimum, but it would be expected that they would not be applied consistently below the level anticipated.

It can be anticipated that positions in higher-numbered bands may require the exercise of skills shown in the lower-numbered bands. This should be borne in mind when referring to the skills matrix.

Again, the skills matrix is a guide for councils. It does not override the skill descriptors in the new award. Positions may not have a 100% fit in terms of the skills matrix, for example a Level 2 position may require higher- or lower-level skills as identified in the skills matrix.

6.4 Indicative Classifications

Indicative classifications reflect the views of the parties as to where it is likely that an existing award classification will fit in the new award. They are a useful guide based on the expertise of the LGSA and unions.

It is important for councils to ensure that positions and occupants of those positions are transferred to the appropriate level in the new award.

Positions must not be transferred on the basis of the employee’s rate of pay. This would corrupt the integrity of a skills-based award.

As a guide, the parties have allocated award classifications to a particular level and have also indicated where the classification could be in the level below or the level above or where the classification could be in the band above or the band below. A graded clerk can be placed anywhere between Band 2, Level 1 and Band 3, Level 3 because of the variety of skills applied and duties performed by a graded clerk.

It should be noted that indicative classifications are examples only and do not cover all award classifications.
7 Band 1: Operational

General Description

The Operational Band consists of a combination of traditional "outdoor" and indoor positions. This band also contains a trainee or induction level.

Where problem solving is important, jobs are likely to:

- work with information concerning routine practices and procedures; and
- comprehend and apply basic operating information.

Positions may have some element of authority through the provision of services which do not involve direct control over funding or equipment (apart from operating purposes). Positions receive daily allocation of duties and/or work closely with written manuals or procedures as important aids to carrying out their jobs. Team-leader positions involve some direct supervisory responsibilities at the workplace.

Interaction with the public, in the course of providing a service, forms an important part of most Band 1 positions, which may include; basic public relations and courtesy, answering routine inquiries or explaining specific work-related actions.

Progress between levels depends on understanding, experience and qualifications of the preceding level and is thus incremental in the skills and knowledge required.

Current titles typical of Band 1 positions are:

- Apprentices
- Cleaner
- Cleansing Service Supervisor
- Computer Operator
- Driver
- Gardener Non-trades
- Ganger
- General Scale Clerks
- Labourer
- Library Assistant
- Plant Operator
- Receptionist/Switchboard
- Records Officer
- Sewer Attendant
- Tracer
- Trainees
- Word Processor/Typist
7.1 Operational Level 1 (Entry Level Trainee)

Actual rates of pay $ per week

<table>
<thead>
<tr>
<th>T1</th>
<th>175.60</th>
<th>15-year-old</th>
</tr>
</thead>
<tbody>
<tr>
<td>T2</td>
<td>222.10</td>
<td>16-year-old or School Certificate</td>
</tr>
<tr>
<td>T3</td>
<td>263.40</td>
<td>17-year-old</td>
</tr>
<tr>
<td>T4</td>
<td>310.00</td>
<td>18-year-old or over or Higher School Certificate</td>
</tr>
<tr>
<td>T5</td>
<td>355.00</td>
<td></td>
</tr>
<tr>
<td>T6</td>
<td>385.00</td>
<td></td>
</tr>
<tr>
<td>T7</td>
<td>405.00</td>
<td></td>
</tr>
<tr>
<td>T8</td>
<td>425.40</td>
<td></td>
</tr>
<tr>
<td>T9</td>
<td>445.90</td>
<td></td>
</tr>
<tr>
<td>T10</td>
<td>466.40</td>
<td></td>
</tr>
</tbody>
</table>

Conditions

The rates are payable to juniors (15- to 18-year-olds) and to employees undertaking entry level training. Progression along the scale is not automatic, but subject to successful completion of appropriate training modules.

Upon successful completion of entry level training, the employee shall proceed to the appropriate level/band in the structure.

The rates of pay represent actual not minimum rates and include qualification allowances.

Leave with pay to attend course requirements will be granted to employees required to undertake training during ordinary hours.

Where the course requirements contain more than 15% off-the-job component, the extent to which leave will be paid to attend the course shall be specified in the training plan.

For employees required to undertake training, council shall pay course fees.

For employees required to undertake training, council shall either provide transport or pay reasonable travelling expenses to enable employees to attend course requirements.

Trainees under ATS will be paid on the basis of 75% of the appropriate weekly rate of pay and are entitled to attend course requirements.

Employees engaged at the T3 rate of pay and above may be required to possess a Class 1A driver’s licence.

Key Entry Points

- Locally recruited from schools.
- Recruited from the external workforce.
<table>
<thead>
<tr>
<th>Clause 5 - Skill Descriptors</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operational Band Level 1</strong></td>
</tr>
</tbody>
</table>

**Authority and accountability:** Completion of basic tasks with work closely monitored by the team leader or supervisor.

**Judgement and problem solving:** Judgement is limited and co-ordinated by other workers.

**Specialist knowledge and skills:** Specialist knowledge and skills are obtained through on-the-job training and council-based induction training. Off-the-job training may lead to trade, technical or professional qualifications.

**Management skills:** Not required.

**Interpersonal skills:** Limited to communications with other staff and possibly, with the public.

**Qualifications and experience:** Completion of School Certificate or the Higher School Certificate may be sought. Completion of an appropriate labour market program or similar short-term work/skills experience is desirable.

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**Work Characteristics**

There are no prescribed educational qualification requirements for field staff, although employees would be expected to understand verbal communication from peers, public and council supervisors.

Employees work under close guidance/direction and initially require thorough induction and/or basic training. The positions may require the application of basic office skills, established routines, methods, and procedures.

Employees:

1. are responsible for the quality of their own work subject to routine supervision and instructions/guidance;

2. include all types/classes of positions requiring the initial learning then application of basic skills;

3. will learn and perform prescribed manual labour or work ordinarily required of unskilled employees;

4. work under routine or close supervision either individually or in a team environment; and

5. apply skills and knowledge gained through training leading to a trade, technical or professional qualification.
Skills

Administration
- Complete standard forms and reports.
- Undertake basic keyboard and clerical duties.
- Complete basic collecting, collating and distributing.
- Carry out routine comparison checks (e.g. proofing).
- Apply basic office procedures and maintain basic records.
- Demonstrate basic literacy and numeracy.

Communication
- Obtain/provide basic information.
- Follow simple instructions.
- Understand and use plain English.
- Operate two-way radio.
- Use telephone to take/pass-on messages.

Construction and Maintenance
- Use hand tools and simple appliances.
- Undertake routine manual duties.
- Cleaning and basic maintenance of equipment and work area.

Design
- Use basic layout skills and follow simple diagrammatic instructions.

Driving and Operation of Machinery
- Drive vehicle requiring a Class 1A licence.

Human Relations
- Working cooperatively with other employees and the public.
- Develop an understanding of functions and procedures of the particular work group in order to work in a team.

Information Technology
- Operate microfiche, microfilm, photocopiers and other reproduction equipment.
- Use storing, indexing and filing procedures.
- Sort and file materials in accordance with system.
- Operate a camera.

Inspectorial/Regulatory
- Check own work to ensure proper quality.

Materials Management
- Identify items by interpreting number, colour, letter codes or symbols.
- Collect and deliver packages, small equipment, tools, etc.
- Check quantities delivered against orders.
Numerical
Check, correct and vary numerical information.
Measure the dimensions of an object or structure.
Measure weight, volume or other properties.

Reasoning/Decision Making
Solve work problems by reference to immediate supervisor, work colleagues, standard procedures, etc.

Safety
Apply first-aid procedures.
Apply safe lifting procedures.
Apply basic occupational health and safety procedures.
Apply water safety practices and procedures.

Technical
Mark out required dimensions and shape.

Indicative Classifications
Apprentices
ATS Trainees
Engineering Assistant (unqualified)
Juniors
Trainee Accountant
Trainee Draftsman
Trainee Engineer
Trainee Health and Building Surveyor
Trainee Town Planner

7.2 Operational Level 2
Entry level rate of pay: $355.00 per week

Key Entry Points
- Progression from Level 1.
- Recruited from the external workforce.
Clause 5 - Skill Descriptors
Operational Band Level 2

Authority and accountability: Responsible for completion of basic tasks with individual guidance or in a team.

Judgement and problem solving: Applies standard procedures with normally few if any options in the application of skills.

Specialist knowledge and skills: Job-specific skills and knowledge would normally be gained through on-the-job training and experience. Short courses may be completed at TAFE.

Management skills: Not required.

Interpersonal skills: Frequent communication with other staff and/or the public common but normally at a routine level.

Qualifications and experience: Incumbents may have attended short courses in specific work areas or be undertaking a technical college certificate as completion of structured training program in work-related area.

Work Characteristics

Employees work under regular supervision and the work is subject to regular, frequent checks. Detailed instruction may often be necessary dependent on the nature of the work. This level encompasses a range of work which requires some familiarity with council operations specific to the work performed and the successful completion of induction and other work-specific Level 1 training requirements.

It will require the application of skills derived from jobs of a similar nature and a general knowledge of the work to be performed providing some scope for multi-skilling.

An employee at this level may:

1. Assist in the provision of on-the-job training to a limited degree usually in the form of a "buddy system".

2. Undertake a combination of keyboard, clerical and other duties.

3. Be required to follow and apply rules, regulations, guidelines, instructions, procedures pertinent to their work/operations.

4. Undertake general/specific labouring duties or work generally required of basic skilled employees.

Skills

Administration

Perform organisational clerical duties including typing.
STRUCTURE OF THE NEW AWARD

Communication
  Provide information in writing and by means of tables and diagrams.
  Summarise information without loss of meaning.

Construction and Maintenance
  Apply basic concrete construction techniques.
  Construct formwork for concrete construction.
  Apply construction techniques for laying and joining pipes.
  Work to set levels.
  Apply construction techniques for crib, block or other retaining walls.
  Plant and care for trees, shrubs and annuals.
  Apply construction techniques for gabion retaining walls.
  Check, adjust or sharpen manual and power-operated tools.

Design
  Draw illustrative sketches.
  Copy a variety of simple charts and sketches.

Driving and Operation of Machinery
  Load and unload vehicle in a safe manner.
  Understand, explain and operate small items of plant.
  Use air-operated tools, eg. jackhammer.
  Drive vehicle requiring a Class 1A licence towing a box trailer.

Evaluation
  Review work and ensure that quality meets required standards.

Finance
  Conduct simple monetary transactions, eg. receiving payments, providing receipts, etc.

Human Relations
  Identify and respond to children's needs.
  Advise and assist the public.
  Guide and assist fellow employees.
  Understand the roles of other work groups.

Information Technology
  Perform bibliographic searches and checks.
  Operate data processing and business machines.
  Retrieve information from library collection or external sources.
  Use word processing.

Materials Management
  Transfer LPG from bulk supplies to cylinders.
  Receive and issue goods.
  Identify and safely use pesticides, chemicals and other hazardous substances.
  Implement procedures and methods to protect materials against deterioration.
Numerical
  Estimate weight, volume, dimensions or other properties.
  Interpret numerical data symbols in written form.

Reasoning and Decision Making
  Apply regulations, rules and agreements to the workplace.
  Diagnose the problems with equipment with the aid of manuals.

Safety
  Control vehicular traffic through worksite.
  Identify safety hazards.
  Monitor child care facilities to ensure children’s safety.

Technical
  Carry out minor mechanical repairs and adjustments.
  Understand, explain and operate hand held power tools.
  Prepare variety of cooked meals.
  Control and handle animals.

Indicative Classifications
  Baths and/or Surf Shed Attendant
  + Camping Ground, Fitness Camp and Showground Supervisor
  Caretaker
  Child Care Helper
  Cleaner
  + Clerk (General Scale)
  + Concrete Finisher
  Convenience Attendant
  + Cook
  Depot Hand
  Dog Controller
  Gardener (basic skill)
  Gardener’s Labourer
  Gravedigger
  Groundsman (basic skill)
  Herdsman, Impounding Officer/Poundkeeper
  Kitchen Hand, Usher/Usherette, Waiter
  Labourer/Builders, Graded, General, Street Cleansing, Street Cleansing required to drive,
    Scavenging
  + Library Assistant
  + Meter Reader
  Motor Car Cleaner/Greaser
  Offsider Mobile Cart
STRUCTURE OF THE NEW AWARD

+ Plant Operator
+ Public Relations Assistant
+ Sewer Attendant
+ Storeman
+ Surveyor's Assistant
  Toilet Cleaner
  Tracer (unqualified)
+ Water Service Attendant

+ Indicates classification skill level may also be in Level 3.

7.3 Operational Level 3

Entry level rate of pay: $400.00 per week

Key Entry Points

- Promotion from Level 2.
- Recruited from the external workforce.

<table>
<thead>
<tr>
<th>Clause 5 - Skill Descriptors</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operational Band Level 3</strong></td>
</tr>
</tbody>
</table>

Authority and accountability: Responsible for completion of regularly occurring tasks with general guidance on a daily basis.

Judgement and problem solving: Judgement is required to follow predetermined procedures where a choice between more than two options is present.

Specialist knowledge and skills: Application of skills, including machine operation skills, following training "on the job" or accredited external training over a number of months.

Management skills: Some guidance/supervision may be required. May assist a co-ordinator/trainer with on-the-job training.

Interpersonal skills: Skills required for exchange of information on straightforward matters.

Qualifications and experience: Suitable experience or qualifications in a number of defined skill areas.

Work Characteristics

Employees usually work under general supervision either as individual contributors or in a team. Employees require relevant experience. Detailed instruction is not always necessary. There is some scope for staff to exercise initiative in applying established procedures and practices.
Employees may be responsible for basic supervision of a team of labourers, the operation of basic equipment, the performance of generally semi-skilled work, eg. truck-driving; plant operation, etc.

Multi-skilling would be expected at this level.

It is expected that employees may progress toward trade qualifications and/or undertake relevant work-related skill training.

An employee may:

1. Assist in the provision of on-the-job training to a limited degree.

2. Undertake a combination of keyboard, clerical and other duties. Keyboard tasks may include the keying of data containing unusual technical terms and or non-standard, complicated tables or diagrams which demand considerable judgement about layout.

3. The solution of problems may require the exercise of limited judgement, though guidance would be available in the form of precedents, guidelines, procedures, regulations or access to immediate supervisors.

Skills

Administration
Take minutes of meetings excluding council and committee meetings.
Prepare basic correspondence.
Arrange immunisation clinics.

Construction and Maintenance
Apply soil compaction techniques.
Assess road base material compaction.
Assess moisture content of road construction material.
Assess the grade of road construction materials.
Apply proper methods for erecting and dismantling scaffolding for building construction or maintenance.
Select and use reinforcing steel to plan.
Determine how to sling and rig a load to ensure a safe lift.
Apply correct explosive charge rates.
Determine needs of plants for water, fertiliser, etc.

Design
Read blueprints and plans of basic construction.
Plan and prepare window displays showcards and signs.

Driving and Operation of Machinery
Apply defensive driving techniques.
Drive truck towing a dog trailer.
Drive a single or double axle bogey truck.
STRUCTURE OF THE NEW AWARD

Drive a vehicle requiring a licence above a Class 1A and up to and including a Class 5A. Drive an articulated vehicle.
Understand, explain and operate large ride-on construction machinery working to levels such as a grader, backhoe and excavator.
Understand, explain and operate large ride-on construction machinery such as bulldozer, front-end loader, road roller.
Understand, explain and operate ride-on machinery in confined spaces.
Understand, explain and operate attachments to major plant items.
Understand, explain and operate major plant items with more than one motor.
Understand, explain and operate major plant items utilising hydraulic, pneumatic or electronic controls or circuitry.
Understand, explain and operate large stationary plant items, eg. gravel crushers.
Understand, explain and operate gas furnace or boiler.
Understand, explain and operate a motor launch.
Carry out start-up and shut-down procedures, for machinery.

Evaluation
Participate in testing of new items of plant.

Finance
Issue, control and balance monetary transactions and financial records.
Calculate rate assessments.
Interpret figures and information for financial reporting.
Reconcile financial information.

Information Technology
Repair and bind printed material.
Classify and allocate correspondence.
Load computer system software.
Operate a video camera or audio visual equipment.
Use and apply computer software packages such as desk-top publishing, spreadsheets, and data bases.

Managing
Train staff through instruction and/or demonstration on the job.
Co-ordinate workflow of job.

Materials Management
Monitor the availability of stocks and materials.
Apply correct procedures in safely refuelling aircraft.

Numerical
Estimate the quantity of items or materials required or used.
Interpret scales, dials and digital readouts.
Prepare data in tabular, diagrammatic and graphical form.
Estimate the time needed for an activity.
Reasoning and Decision Making
Determine between alternative courses of action.
Provide experienced judgement in planning and performance of tasks.

Safety
Assess surf conditions to maintain safe beach swimming areas.
Apply surf or pool rescue techniques.
Operate mechanical lifting equipment safely.
Set out work-site with appropriate road safety signals and furniture.

Technical
Identify plant species.
Diagnose and rectify problems in sewerage treatment works.
Diagnose and rectify problems in sewerage reticulation system.
Apply epoxy/fibreglass materials.
Maintain and operate sewerage treatment plant and the sewerage reticulation system.
Assess and prepare surface for painting.
Soft and silver soldering.
Monitor and analyse the water reticulation system to ensure the system is operating properly.
Select and use the appropriate paints, putties, brushes and rollers.
Interpret diagrams and manuals.
Use oxy-acetylene welding equipment.
Diagnose and rectify problems in water filtration plant.
Use arc-welding equipment.
Maintain and operate the water reticulation system and water treatment plant.
Use pressure and x-ray welding equipment.
Use MIG and TIG welding equipment.
Use animal tranquiliser equipment.
Use precision measuring tools.
Operate a computerised signwriting machine.

Indicative Classifications
- Beach Inspector
- Camping Ground, Fitness Camp and Showground Supervisor
- Child Care Assistant (qualified)

B2
- Civic Centre Technician
- Clerk (General Scale)
- Concrete Finisher
- Cook
Driver (above Class 1A licence up to and including Class 5A licence)
Driver - Mobile Cart
+ Ganger
STRUCTURE OF THE NEW AWARD

Garbage Wagon Driver
Gardener (semi-skilled)
Groundsman (semi-skilled)
Leading Hand Labourer
- +
Library Assistant
Mechanical Dozer Driver at Tip
B2 +
Meter Reader and Repairer
- 
Meter Reader
B2
Noxious Plants Inspector
B2 +
Ordinance Inspector
- +
Plant Operator
- ,
Public Relations Assistant
+ 
Saleyard Manager
Senior Aerodrome Groundsman
B2 +
Senior Noxious Plants Inspector
+ 
Senior Tracer
Senior Attendant Olympic Pool
+ 
Senior Surveyor's Assistant
+ 
Senior Beach Inspector
- 
Sewer Attendant
B2 +
Sewerage Treatment Works Operator in Charge
- 
Storeman
Street Sweeping Machine Driver
Sullage Wagon Driver
- 
Surveyor's Assistant
Tracer (qualified)
Transformer Hand at Crematoria
B2 +
Water Service Operator in Charge
- 
Water Service Attendant
- 
Indicates classification skill level may also be in Level 2
+ 
Indicates classification skill level may also be in Level 4
B2 
Indicates classification skill level may also be in Band 2

7.4. Operational Level 4

Entry level rate of pay: $451.00 per week

Key Entry Points
- Promotion from Level 3.
- Recruited from the external workforce.
Clause 5 - Skill Descriptors
Operational Band Level 4

Authority and accountability: Responsible for supervising staff in operational duties or for work requiring independence in the application of skills, subject to routine supervision. Responsible for quality of work function.

Judgement and problem solving: Options on how to approach tasks requires interpretation of problems and may involve precise judgement in operational areas.

Specialist knowledge and skills: The number of work areas in which the position operates makes the work complicated and a variety of skills are required in its completion. Position may require competence in operation of complex machinery.

Management skills: Supervisory skills in the communication of instructions, training and the checking of work may be required.

Interpersonal skills: Skills are required to convince and explain specific points of view or information to others and to reconcile differences between parties.

Qualifications and experience: Experience to adapt procedures to suit situations and a thorough knowledge of the most complex operational work procedures to achieve work objectives.

Work Characteristics

This is the operational level where skills and knowledge are required for the most specialised and complex operational functions. Positions at this level may have supervisory/co-ordinator responsibilities and/or training functions, as well as experience in the more difficult and multi-operational skills within the work area.

Positions in this level usually work under general direction within clear guidelines and established work practices and priorities, in functions which require the application of knowledge, skills and techniques appropriate to the work area. Level 4 positions are found in a wide variety of operating environments and technical expertise is often required.

Problems faced in the work area may be complex yet broadly similar to past problems. Solutions can usually be found in documented precedents, rules, regulations, guidelines, procedures or instructions, which require some interpretation and application of judgement gained through previous training and experience in a similar operational function. There is scope for the exercise of initiative in application of established work practices and procedures.

Positions at this level would be expected to be involved in the application of EEO and industrial relations principles.

Employees working at this level will generally possess soundly developed skills on either a multi-skilled basis or in a specialised operational area. Employees working at this level would be expected to demonstrate their multi-skilled or specialised skills base in positions
demanding the exercise of independence and/or authority and have accountability for their own work as defined. In addition, they may have responsibility for the operational unit in which they work. The skills and knowledge required for entry to this level are generally beyond those acquired through a secondary education alone. Typically, they would be gained through relevant on-the-job training and experience and/or through progress towards completion of an approved TAFE certificate course or equivalent.

Skills

Administration
- Prepare and submit reports on works status.
- Prepare reports to an acceptable standard.

Communication
- Act as council witness in Courts or other Tribunals.
- Communicate effectively with operational personnel, supervisors, members of the public to ensure proper understanding.

Construction/Maintenance
- Set out works from construction plans.
- Assess and repair broken sewer or water mains.
- Make construction decisions involving the interrelationship of multiple use trades in order to produce an integrated result.
- Develop routine maintenance strategies.
- Analyse damage to bitumen surfaces and apply proper methods to rectify.
- Interpret construction plans.
- Install new sewer or water mains.

Design
- Conceptualise outcomes from plans and diagrams.
- Interpret test results, plans, maps, working drawings and specifications.

Driving and Operation of Machinery
- Drive vehicles requiring a Class 5B licence.

Evaluation
- Assess whether materials should be discarded or replaced.
- Determine whether to prune or remove trees, shrubs, etc.
- Assess whether actions of public are in compliance with council codes and policies
- Evaluate performance of staff.
- Interpret basic council policy and procedure.

Finance
- Compare expenditure outlays with budget and report variances.
Human Relations
Resolve conflict/problems involving staff.
Resolve conflict/problems within the work area involving the public.
Advise employees on interpersonal behaviour.
Assist others to produce ideas or to identify result areas.
Liaise with people, either individually or in groups, to achieve co-operation and resolve problems.
Motivate staff to accept "unpopular" decisions.
Motivate staff to undertake difficult assignments.
Motivate staff to improve performance.

Information Technology
Control the operation of computer equipment to process data.

Inspectorial/Regulatory
Assessing and enforcing compliance of advertising structures with code.

Managing
Delegate tasks according to an individual’s ability.
Determine tools, materials and other resources required.
Supervise the completion of tasks, including the use of materials and equipment.
Determine appropriate methods and procedures.
Monitor works and services for both quality and quantity.
Monitor job costs against allocation of funds.
Set standards of performance-quality, quantity, time.
Co-ordinate the activities of team members.
Train and coach staff through instruction and/or demonstration on-the-job.
Supervise individuals performing a range of work within a work group/team.
Monitor team performance.
Establish priorities of work group/team and plan activities.

Materials Management
Apply materials handling and storage methods to reduce costs.

Reasoning and Decision Making
Apply initiative and judgement to accommodate changing work conditions.

Safety
Eliminate unsafe work practices where identified.
Implement safety procedures.
Promote accident prevention activities.
Assess compliance of equipment with safety standards.
Monitor workgroup/team performance and compliance with safety procedures and practices.
STRUCTURE OF THE NEW AWARD

Technical
Determine appropriate chemical dosage for swimming pools.
Operate rescue and resuscitation equipment.
Resuscitate people physically.
Monitor the quality of water and the performance of the treatment plant.
Understand and implement quality control techniques and standards.

Indicative Classifications
- Cleansing Service Supervisor
- Clerk (General Scale)
- Drivers required to possess 5B licence
- Ganger
- Garbage Driver One-man Operation
- Library Assistant
- B2 - Meter Reader and Repairer
- B2 - Ordinance Inspector
- B2 - Park Foreman
- Plant Operators (large excavators, grader operators final finish)
- Saleyard Manager
- B2 - Senior Noxious Plants Inspector
- Senior Surveyor's Assistant
- Senior Tracer
- Senior Beach Inspector
- B2 - Sewerage Treatment Works Operator in Charge
- B2 - Water Service Operator in Charge
- B2 - Works Foreman

- Indicates classification skill level may also be in Level 3
- B2 Indicates classification skill level may also be in Band 2

8 Band 2: Administrative/Technical/Trades

General Description
Jobs which require the use of knowledge and skills acquired through the successful completion of trade, technical or administrative qualifications, or possessing suitable experience are included in this band.