

QUEENSLAND INDUSTRIAL RELATIONS COMMISSION

Industrial Relations Act 1999

**QUEENSLAND INVESTMENT CORPORATION -
CLERICAL AND ADMINISTRATIVE EMPLOYEES' AWARD - 2003**

(Gazette, 17 October 2003)

PURSUANT to the Declaration of the Commission as to a General Ruling made on 21 August 2009, the said Award is amended as follows as from 1 September 2009:

By deleting from clause 5.1 the salary levels and scales inserting the following in lieu thereof:

5.1 Remuneration

5.1.1 Basis for determining the annual remuneration of an employee:

- (a) Positions are categorised into 4 work level groupings with the following cash salary ranges attached to each work level grouping;

| Level | Award Salary Range \$ |
|-------|--------------------------|
| 1 | 20,134- 23,106 |
| 2 | 32,167- 37,599 |
| 3 | 39,422- 42,649 |
| 4 | 44,731- 48,031 |

- (b) Every employee upon attaining the age of 21 years shall be paid except on promotion or otherwise the prescribed minimum salary level 2.

5.1.2 *Level 1 - General Work Statement*

Remuneration Range 20,134- 23,106

Midpoint 21,620

(a) Work level description

Work at this level usually involves a combination of keyboard, clerical and other duties requiring the application of basic office skills and routines.

(b) Characteristics of the work

- (i) Performed under close direction using established routines, methods and procedures with little scope for deviating from these.
- (ii) Problems can usually be solved by reference to procedures, well documented methods and instructions. Initially direct guidance is given when problems arise. Ready access to advice and assistance is available.
- (iii) The work may involve giving technical and procedural advice to other staff (for example relating to the operation of office equipment used in the work area). It may require the acquisition of knowledge and specific procedures, instructions, regulations or other requirements relating to general administration (eg, personnel or finance operations) and/or specific departmental programs and activities.
- (iv) Work at this level does not include supervisory responsibilities although more experienced staff may assist new staff by providing guidance and advice.

- (v) As individual employees develop more experience and knowledge they will be required to exercise greater judgement and make decisions in their allocated duties, although these will be confined by instruction, established practices and procedures of written guidelines.

(c) Duties and skills

Work at this level may progressively involve an employee in a range of activities requiring the use of written and numeric skills (eg, keyboard) and other work skills appropriate to the discipline. These skills should be readily transferable between organisations.

- (d) Entry to this level is either by commencement of a traineeship or through selection based on standardised vocational testing.

5.1.3 Level 2 - General Work Statement

Remuneration Range 32,167- 37,599

Midpoint 34,987

(a) Work level description

- (i) Work at this level usually encompasses a range of combination of administrative activities and operations which require the application of skills and experience in administrative/clerical work and a general knowledge of the work to be performed.
- (ii) The work will involve achieving clearly defined and established outcomes and/or basic problem solving within guidelines and contributing knowledge or skills or information specific to the work of the Corporation.

(b) Characteristics of the work

- (i) Work is usually performed under close supervision and may involve undertaking a range of duties requiring judgement, liaison and communication within the Corporation and with other interested parties.
- (ii) The solution of problems may require the exercising of basic judgement, although knowledge required to perform work is usually related to precedents, guidelines, procedures, regulations and instructions from senior staff. It may require some knowledge and application of specific procedures, instructions, regulations or other requirements relating to general administration and activities.
- (iii) Work at this level does not include supervisory responsibilities although more experienced staff may assist new staff by providing guidance and advice.

(c) Duties and skills

- (i) Knowledge required to perform work is usually related to guidelines, instructions and procedures relevant to the function of the level.
- (ii) Familiarity with the functions of related work areas and of relationships between organisational elements may be required.
- (iii) At this level, basic resolution of problems by reference to established procedures may be required.
- (iv) Work at this level may involve an employee in a range of activities requiring the use of written and numeric skills, clerical skills, written and verbal communication, equipment skills (eg. keyboard) and other work skills appropriate to the discipline. These skills should be readily transferable between organisations.

- (d) The minimum skills required for entry to this level are as defined in the traineeship curriculum or through standardised vocational testing.

5.1.4 Level 3 - General Work Statement

Remuneration Range 39,422- 42,649

Midpoint 41,036

(a) Work level description

- (i) Work at this level usually requires relevant experience combined with a broad knowledge of the Corporation's functions and activities and a sound knowledge of the major activity performed within the work area. The work may include preparing preliminary reports, papers and correspondence which usually relate to a specific organisational function or discipline, providing or interpreting information for clients or other interested parties and general administrative support to senior officers.
- (ii) Supervisory responsibilities may involve some complex operational work and may involve assisting with, or reviewing the work undertaken by, subordinates or team members.
- (iii) Scope exists for exercising initiative in the application of established work practices and procedures although this level may require expertise to resolve issues within a day-to-day environment for which there may not be clearly established procedures.
- (iv) Effective judgement and work organisation skills are required which have been acquired through previous experience, demonstrated capacity or post secondary education or partial completion of same.

(b) Characteristics of the work

- (i) Work is usually performed under general direction and may involve preparing papers, briefing notes, correspondence or other written material.
- (ii) Decisions made or delegations exercised at this level may have an impact on the relevant Corporation's operations, but are normally of limited procedural or administrative importance.
- (iii) Work at this level may include responsibility for training, involvement in working with staff to develop work performance, planning and co-ordinating tasks and work flow.

(c) Duties and skills

- (i) Work at this level requires a sound knowledge of the activities usually performed within the work area and their impact upon the activities of other organisations.
- (ii) Supervisory responsibilities include on-the-job training and staff assessment and performance counselling in relation to the work area. This level usually requires the application of personnel-related function such as orientation of staff, staff attendance and recommendation of leave arrangements, written and verbal communication, interpretation and liaison skills to solve basic problems together with interpersonal skills to deal with non-routine matters and analytical abilities appropriate to the work area.

5.1.5 *Level 4 - General Work Statement*

Remuneration Range 44,731- 48,031

Midpoint 46,382

(a) Work level description

- (i) Work at this level is usually performed in relation to established priorities, task methodology and work practices to achieve results in line with the corporate goals of the Corporation.
- (ii) The work may include preparing papers and reports, drafting complex correspondence for senior officers, undertaking activities of a specialist or detailed nature, assisting in the preparation of procedural guidelines, providing, interpreting and analysing information for clients or other interested parties, exercising specific process responsibilities and overseeing and co-ordinating the work of subordinate staff.
- (iii) Work at this level includes supervision of a work group, or small work area or Office within the total organisational structure, and co-ordination of a range of Corporation functions.

(b) Characteristics of the work

- (i) Work is performed under general direction as to work priorities and may be of a technical or professional, project, procedural or processing nature, or a combination of these.

- (ii) Direction exercised over work performed at this level may be less direct than at lower levels and is usually related to task methodologies and work practices. Staff would be expected to set priorities and to monitor work flow in the area of responsibility.
 - (iii) The work at this level requires the application of knowledge usually gained through previous experience in the discipline or from post secondary or tertiary study. The work may require the co-ordination of a range of Corporation functions and the exercising of judgment and/or delegated authority in areas where precedents or procedures are not clearly defined.
 - (iv) Independent action may be exercised at this level, particularly in Local Office situations, for example, developing local procedures, management strategies and guidelines.
 - (v) Any decisions taken or delegations exercised would be limited by the application of rules, regulations, guidelines or procedures.
 - (vi) The extent of supervisory responsibility would depend on the operational work of the area and the factors such as work priorities, complexity of the work and the number of subordinate staff.
- (c) Duties and skills
- (i) Work performed at this level will require the ability to supervise staff, set priorities, monitor work flow and develop local strategies or work practices.
 - (ii) This may include responsibility for the development of appropriate training programs related to group development, application of equal employment opportunity, industrial relations principles and an awareness of occupational health and safety guidelines and principles. Staff assessment and counselling may involve providing advice in relation to personal and career development relating to work requirements.
 - (iii) Liaison and communication skills and the capacity to negotiate may be required, particularly for activities involving liaison or communication with clients or other interested groups.
 - (iv) Work at this level requires thorough knowledge of the Corporation's operations, combined with a specialist knowledge of major activities within the work area.
 - (v) In program, activity or service delivery areas, staff should have the knowledge to interpret and apply standard policies, specific procedures and regulations or other guideline material to specific situations. They should be able to disseminate information about the Corporation's operations particularly in relation to policy aspects or program, activity or service delivery to clients.
 - (vi) Work at this level may require the ability to investigate, interpret or evaluate information where legislation, regulations, instructions or procedural guidelines do not give adequate or specific answers.

The rates of pay in this Award are intended to include the arbitrated wage adjustment payable under the 1 September 2009 Declaration of General Ruling and earlier Safety Net Adjustments and arbitrated wage adjustments. This arbitrated wage adjustment may be offset against any equivalent amount in rates of pay received by employees whose wages and conditions of employment are regulated by this Award which are above the wage rates prescribed in the Award. Such payments include wages payable pursuant to certified agreements, currently operating enterprise flexibility agreements, Queensland workplace agreements, award amendments to give effect to enterprise agreements and overaward arrangements. Absorption which is contrary to the terms of an agreement is not required.

Increases made under previous State Wage Cases or under the current Statement of Principles, excepting those resulting from enterprise agreements, are not to be used to offset arbitrated wage adjustments.

Dated 1 October 2009.

G.D. SAVILL,
Registrar.