

From: Michael Pegg [<mailto:MPegg@ja.com.au>]
Sent: Wednesday, 29 June 2016 5:59 PM
To: Chambers - Ross J
Cc: Joanne Knight; Kyle Scott; Paula Thomson; Ruchi Bhatt
Subject: AM2014/232 Labour Market Award - proposal re classifications

Dear President

At the Directions hearing on 6 June 2016 Jobs Australia undertook to provide a detailed proposal by the end of the month regarding proposed variations to the classification definitions for the Labour Market Assistance Award. Attached please find a submission regarding the basis of the proposed changes together with a marked up draft of the proposed changes.

Yours sincerely

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Jobs Australia acknowledges the traditional owners of country throughout Australia and their continuing connection to land and community. We pay our respects to them and their cultures, and to the elders both past and present.

Jobs Australia Proposed Variations

Labour Market Assistance Industry Award 2010

Schedule A

—Classification Definitions

A.1 Administrative assistant

A.1.1 Administrative assistant means a person engaged to perform a range of clearly defined administrative, including financial and clerical duties, under ~~the direct supervision of the Manager or another employee with delegated supervisory responsibility~~. The duties will be clearly defined. Once familiar with the workplace, an Administrative assistant may be expected to exercise limited discretion and solve minor problems arising in the course of their duties and within clearly defined procedures, guidelines and policies of the service. Instruction and assistance will be readily available.

A.1.2 Requirements

- (a) A person employed as an Administrative assistant will be able to:
- (i) satisfactorily perform a range of routine general office duties of a clerical and/or support nature including, but not limited to, filing and the maintenance of existing records systems;
 - (ii) perform general reception and telephonist duties including the accurate provision of information;
 - (iii) demonstrate proficiency in the straightforward operation of keyboard equipment including data input and basic word processing; and
 - (iv) demonstrate proficiency in the use of available office technology.
- (b) With experience, an Administrative assistant will be able to perform program support and/or more complex administrative duties including, but not limited to, petty cash control, ordering and invoicing under the direction of ~~the project manager or another employee with delegated supervisory responsibility~~their supervisor. Such an employee may also provide limited direct support to clients of the service undertaking self-paced instructional packages and/or limited pre-employment activities and services which do not require a level of skill and/or responsibility more properly exercised by a more senior employee. Such duties may also include provision of assistance to more senior employees in client selection and referral activities, and preparation and maintenance of client records under supervision.
- (e)(i) An Administrative assistant performing these duties will receive payment at no less than Pay point 2 within this classification.

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~~(d)~~(c) An Administrative assistant will not be required to supervise other staff or volunteers.

~~(e)~~(d) ~~No formal~~ qualifications are not normally required, but where a Certificate 3 or equivalent qualification is required, the entry point is Pay point 4 within this classification.

A.2 Administrative officer

A.2.1 Administrative officer means a person engaged to perform and be responsible to the Manager of a service for a range of administrative duties and including, but not limited to financial, accounting and clerical duties ranging from the simple to the complex, for office management and for supervision of other administrative and support employees including trainees. In keeping with the nature of client services offered by the employer, an Administrative officer will also liaise from time to time with clients of the service and other service providers.

A.2.2 Requirements

A person employed as an Administrative officer will, in addition to any of the duties of an Administrative assistant, be able to:

- (a) set up and administer a bookkeeping and/or accounting system including a chart of accounts for the organisation and each of its programs and services;
- (b) produce a range of accurate and timely financial reports, which clearly reflect the financial position of the organisation and each of its programs and services and which will enable cross-program financial management, including:
 - (i) profit and loss statements; and
 - (ii) cash flow analysis reports;
- (c) under the direction of the Manager, assist in the preparation of budgets for the organisation or for individual programs and services;
- (d) supervise and provide necessary office-based training to administrative or other support employees;
- (e) operate purchasing, inventory, asset control, payroll and other administrative procedures;
- (f) set up and maintain a full range of personnel, client data base and other management and administrative records required by the employer;
- (g) be computer literate and demonstrate expertise in the use of financial and other software packages; and
- (h) set up and maintain statistical information systems.

A.3 ~~Training and placement~~Employment services officer grade 1

A.3.1 ~~Training and placement~~Employment services officer grade 1 means a person engaged to deliver training or placement support where the employee exercises a

lower range of skills and responsibilities than an employee classified as an ~~Training and placement~~ Employment services officer grade 2. A person engaged to perform training duties under a formal training program would be limited to one vocational area of training at this level.

- (a) A person engaged to perform training duties as part of placement support will not be limited to one vocational area but will operate within clearly defined guidelines under the direction of the Manager or another more senior employee.
- (b) An employee who undertakes training or placement support duties and performs a wider range of duties than the following will be classified as a ~~Employment services Training and placement~~ officer grade 2 and not as a ~~Employment services Training and placement~~ officer grade 1.

A.3.2 Requirements

- (a) In respect of an employee engaged primarily to deliver training to clients of the service, the employee may be expected to perform the following duties:
 - (i) participate in the client selection and assessment of client needs or suitability for the area in which they provide ~~instruction training~~ or placement support;
 - (ii) assist in following up client outcomes for their area of ~~instruction training~~ or placement support;
 - (iii) liaise with employers to organise work experience, work placement and industry support in their area of instruction or placement support; and
 - (iv) undertake necessary planning and evaluation under supervision.
- (b) In respect of an employee engaged primarily to provide placement support to clients of the service, the employee may be expected to provide on-the-job training, placement and support to clients according to the individual client service program under the direction of a more senior employee. While the employee may assist a more senior officer to carry out client selection, assessment and/or preparation of individual client service programs, they would not exercise sole or principal responsibility for such functions.
- (c) An employee classified as an Administrative assistant who temporarily performs duties at the ~~Training and placement~~ Employment services officer grade 1 level will be paid a higher duties allowance equivalent to the difference between their ordinary rate of pay and the rate of pay of an ~~Employment services Training and placement~~ officer grade 1 Pay point 1 for any day in which all or a substantial part of the functions of a ~~Employment services Training and placement~~ officer grade 1 are performed.
- (d) To assist in the facilitation of career advancement of Administrative assistants, employers may structure the job of an Administrative assistant to incorporate some functions of an ~~Employment services Training and placement~~ officer grade 1 should they wish to design a mixed function job incorporating duties normally performed in both classifications. In such instances, the higher duties

allowance provided for in clause **Error! Reference source not found.**—
Error! Reference source not found. will apply in respect to any
Administrative assistant who performs a mixed function job.

- (e) Provided that where a substantial part of the mixed function job incorporates the functions of a Employment services Training and placement officer grade 1 the Administrative assistant will be re-classified to that classification and be deemed to be a Employment services Training and placement officer grade 1.

A.4 Employment services Training and placement officer grade 2

A.4.1 Employment services Training and placement officer grade 2 means a multi-functioned employee who is engaged to provide direct services to participants in training courses, placement or support services and other programs and activities provided by the employer.

A.4.2 Requirements

- (a) Such employees would be required to assist in the development and administration of programs. This may include arranging and conducting training courses, preparation of training curriculum and plans, client assessment activities, preparation of individual client service programs, the conduct of employment placement and/or support services and other activities. They may exercise some organising functions in respect of sessional employees, Employment services Training and placement officers grade 1 and/or Administrative assistants. They may be expected to participate in processes:
 - (i) to evaluate course and program effectiveness and relevance;
 - (ii) to monitor and review individual client service programs;
 - (iii) to monitor, report and advise on client outcomes; and/or
 - (iv) to carry out case management functions and duties.
- (b) An Employment services Training and placement officer grade 2 is required to exercise professional judgment within the policy parameters of the employer and may also be required to:
 - (i) write reports and assist in the preparation of funding proposals;
 - (ii) liaise with and market to employers, industry and the community;
 - (iii) participate in co-ordination activities with other agencies;
 - (iv) refer clients to appropriate agencies and programs; and
 - (v) carry out client placement activities.
- (c) An employee engaged to conduct job clubs and/or primarily to market services and/or clients to employers would normally be engaged as an Employment services Training and placement officer grade 2 however the size of the organisation and the level of complexity within their role may see them placed

within the ~~Employment services Training and placement~~ co-ordinator definition and classification. Where a job club leader is responsible for the management and co-ordination of the service they will be engaged in accordance with the ~~Employment services Training and placement~~ co-ordinator classification.

A.5 ~~Employment services Training and placement~~ co-ordinator

A.5.1 ~~Employment services Training and placement~~ co-ordinator means a person engaged to assist the Manager of a larger and more complex service in the management of all or part of the service and whose responsibilities primarily involve management/co-ordination functions.

A.5.2 Requirements

- (a) An ~~Employment services Training and placement~~ co-ordinator will in all cases report to ~~the a senior employee classified at no less than Manager-grade 2 of the organisation.~~
- (b) Such ~~officers-employees~~ will be required to assist in the management of the service within the policy parameters of the employer and may also be required to develop policy proposals and other reports for consideration by the employer and/or funding authorities. They may also be expected to assist the Manager to develop and implement strategies to ensure community and business support for the service.
- (c) Such employees may be required to co-ordinate the development, implementation and evaluation of programs and/or services of the employer including the preparation of funding proposals and budgets on behalf of the employer and the monitoring of program performance and budgets. They would be expected to exercise a staff leadership role and supervise other employees of the service. This may include the co-ordination of induction of new employees, training and other human resource development strategies and co-ordination of work tasks and responsibilities. They may be expected to represent the employer in dealings with local employers, government and community agencies and in dealings with local media.
- (d) An ~~Employment services Training and placement~~ co-ordinator may also be expected to deliver training courses for clients of the service or to undertake placement support or other operational duties though these responsibilities would not form the major part of the employee's job.

A.6 Manager grade 1

A.6.1 Manager grade 1 means a person engaged to manage the operations of a small to medium size service or team where the total weekly staffing of the service is less than 285 hours.

A.6.2 Requirements

- (a) A Manager grade 1 may directly exercise delegated management functions of the employer.

- (b) Such employees will be required to manage the service within the policy parameters set by the employer and may be required to develop policy proposals and other reports for consideration by the employer and/or funding authorities. They may also be expected to develop and implement strategies to ensure community and business support for the service.
- (c) Such employees may be required to co-ordinate the development, implementation and evaluation of programs and/or services of the employer including the preparation of funding proposals and budgets on behalf of the employer and the monitoring of program performance and budgets. They would be expected to exercise a staff leadership role and supervise other employees of the service. This may include the co-ordination of induction of new employees, training and other human resource development strategies and co-ordination of work tasks and responsibilities. They would be expected to represent the employer in dealings with local employers, government and community agencies and in dealings with local media.
- (d) No Manager grade 1 of a service with total weekly staffing of up to and including 190 staffing hours may advance beyond Pay point 4.

A.7 Manager grade 2

A.7.1 Manager grade 2 means:

- ~~(a)~~ an employee engaged to manage a single service or multiple projects sponsored by the same employer with total weekly staffing in excess of 285 staffing hours; ~~or~~
- ~~(b)~~ a person engaged to manage a SkillShare Disability Access and Support Unit.

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A.7.2 Requirements

Functions would generally be similar to a Manager grade 1 except that their position would involve significantly increased responsibility as a result of the size and complexity of the service(s) which they manage. They may also be required to supervise the work of Managers grade 1 and/or Training and placement co-ordinators where such employees are employed by the same employer.

AM2014/232 – Labour Market Assistance Industry Award 2010
Jobs Australia draft 29 June 2016



Jobs Australia

Community Sector Industrial Relations

IN THE FAIR WORK COMMISSION

4 YEARLY REVIEW OF MODERN AWARDS

Submission

AM2014/232

Labour Market Assistance Industry Award 2010

29 June 2016

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Introduction

1. Further to the Directions hearing held on 6 June 2016 at which Jobs Australia undertook to provide a more detailed proposal regarding classification definitions for the *Labour Market Assistance Industry Award 2010 (LMA)*, Jobs Australia now provides the following proposal.
2. A marked up draft of the proposed variations is attached to this submission.

Objective

3. The variations proposed to the classification definitions are intended to provide improved clarity and updating.
4. It is not intended to disturb any existing pay relativities or make substantive change to how employees are classified.

Changes sought

5. It is proposed to replace the classification titles of "Training and Placement" Officer or Coordinator with the title "Employment Services". The proposed change provides a more generic title to better accommodate changes in the nature of services provided by employees under this award.
6. Replace prescriptive references to supervision by a "manager or another employee with delegated supervisory responsibility" with a more plain English reference to the employee's "supervisor".
7. Renumber A.1.2 (c) to become A.1.2 (b) (i) to clarify that the duties referred to in this sub-clause are those described in A.1.2 (b).
8. Insert a reference to the certificate 3 entry pay point at A.1.2 (e), for clarity and reflecting the current structure of the pay rates.
9. Replace references to "instruction" with "training" to better reflect the nature of the duties.
10. At A.6.1 a manager grade 1 is defined as managing a small "service" and we propose adding the words "or team" to better reflect the language used in the industry.
11. At A.5.2 (a) clarify that a Coordinator reports to a senior employee who should be classified at no less than Manager grade 2. This ensures consistency with the Manager grade 2 definition at A.7.2.