Background
Professional staff positions are graded by Human Resources with reference to the Professional Staff DWM Classification Descriptions and to these **University of Tasmania Professional Staff Enhanced Classification Descriptors** for each of seven occupational streams, with the descriptors having been agreed between the University of Tasmania and the professional staff unions in 1997. These enhanced descriptors represent an expansion of the Professional Staff DWM Classification Descriptions in terms of the typical duties and activities which staff can be expected to perform at each HEO level at the University of Tasmania.

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Higher Education Officer Level One

- Maintain simple records, which may involve elementary data entry/keyboarding
- File documents, identify and retrieve documents
- Basic keyboarding skills - start up, open file, retrieve data, close file and shutdown
- Perform routine tasks using basic equipment such as photocopiers, fax machines etc
- Receive, check and acquit stores
- Provide straightforward information to others
- Elements of Level 2 tasks under close supervision

Higher Education Officer Level Two

- Provide reception, typing and related services
- Draft routine correspondence
- Keyboarding to produce documents from written text to a standard format
- Operate a variety of office equipment to complete non routine tasks
- Maintain a school’s or administrative section’s Assets Register
- Straightforward data entry and retrieval (including simple spreadsheeting)
- Monitor supplies for equipment and stock of consumables
- Ensure satisfactory operation of general office equipment, such as printers, audio-visual equipment and photocopiers
- Receive, sort and distribute incoming and outgoing correspondence
- Arrange travel and accommodation for school or administrative section staff

Higher Education Officer Level Three

- Standard use of word processing, spreadsheeting, database and desk top publishing software packages to produce structured documentation and reports, including the keying of unusual technical terms and the use of tables or diagrams
- Schedule meetings and appointments and prepare/assemble/distribute relevant meeting material
- Maintaining a diary of appointments for a more senior officer or a head of school
- Provide a wide range of administrative support tasks, including maintenance of local filing and record systems, organising meetings, answering enquiries and directing others to appropriate personnel
- Processing accounts for payment enter and extract data from the Financial Management System (FMS)
- Process leave requests and other personnel records on the Human Resource Management System (HRMS)
- Receipt of cash, payment of accounts
- Preparation of promotional material using desktop publishing for approval by supervisor
- May supervise staff undertaking straightforward tasks
- Support academic staff or administrative programs in various ways (eg assist in the preparation of course booklets, preparation of timetables, collate student results or statistics and assist in the preparation of an annual report)

Higher Education Officer Level Four

- Extensive and comprehensive use of word processing, spreadsheeting, database and presentation software packages to produce comprehensive, structural and professional reports including mathematical formulae and symbols, graphics, advanced manipulation of text and data
- Make detailed enquiries of the Financial Management System (FMS), University Student Record System (USRS) etc, including the manipulation of that data to enable the production of accurate and informative management information reports
- Monitor accounts and provide written information on expenditure within a school/administrative section to more senior staff
• Provide secretarial support to senior management group meetings within the organisational unit
• The provision of a full range of high level secretarial services
• Provide advice to students on enrolment procedures and requirements, administer enrolment and course progression records
• Receive and screen incoming mail, telephone calls and visitors for more senior officers or a head of school, independently responding, actioning and following up
• Develop promotional materials through the preparation of newsletters, posters and group presentations
• May supervise or coordinate others to achieve objectives. May involve routine or general direction
• Collect information and prepare draft reports for senior officers on a variety of topics

Higher Education Officer Level Five

• Collect and analyse data, then produce detailed reports in an area of specialist expertise which may be used outside the school/administrative section
• Provide advice and/or make recommendations requiring a detailed knowledge of policies and/or the interpretation of rules/regulations and entitlements
• Examine and report regularly on expenditure patterns and trends against budget/forecasts
• Integrate information to prepare, compose, draft and/or critically review letters, memoranda, administrative, financial or technical reports, minutes and/or other documents
• Co-ordinate and take responsibility for a group of staff or specific function, overseeing training and development requirements, service delivery and maintenance of standards
• Responsibility for the accounts of an administrative section or function, authorise orders and payments, monitor and control expenditure against available funds, provide financial reports and statements
• Provide support to more senior staff preparing and/or extrapolating sensitive data or information, interpret University rules and other legislation to assist students and staff
• Provide administrative assistance to more senior officers and executive secretarial services to inter-school or inter-administrative section committees
• Provide advice and/or make recommendations requiring a detailed knowledge of policies and/or the interpretation of rules/regulations within established guidelines in a significantly sized sub-section
• Conduct investigations and recommend procedural variations in relation to particular aspects of work within their area of operation
• Process and maintain claims involving external tribunals, and occasional advocacy before external tribunals where straightforward issues are involved

Higher Education Officer Level Six

• Prepare and interpret complex financial reports using high level diagnostic skills and sophisticated systems
• Formulation of procedures and guidelines for the school/administrative section without affecting other work areas
• May have extensive supervisory responsibility for staff performing a set of related functions to achieve prescribed objectives
• The provision of financial, policy and/or planning advice and assistance to more senior officers and other University staff members
• The preparation of reports, correspondence and other documentation in order to communicate sometimes complex or controversial ideas or concepts related to an issue
• Management of programs with a range of tasks which may involve liaison with other Universities
• Monitor and analyse regular management information, such as staffing and financial resource usage; ensure that associated information systems are maintained and that regular reports are provided to management
• Formulation of procedural policy and guidelines for an administrative section
Higher Education Officer Level Seven

- Develop, implement and review major policies, objectives and strategies
- Manage the operations of an activity which impacts strategically on a number of schools and/or administrative sections across the University
- Leading special projects; may be a recognised authority in a specialised area
- Devise new techniques for performing work associated with complex issues
- Draft comprehensive reports, correspondence and/or other documents to communicate ideas or concepts related to matters of some complexity which may have University wide significance
- Manage activities using cross campus resources

Higher Education Officer Level Eight

- Provide advice on deficiencies in existing policies and procedures and formulate and recommend proposals for change and development to senior management
- Provide high level advice to senior management on human resource matters
- Oversee compliance with relevant awards, legislation, codes of practice, standards and University policy across all campuses
- Prepare, conduct, supervise and assist in the negotiation and resolution of industrial disputes and advise management of industrial relations problems and action required
- Advise on the development and implementation of policies and procedures which will ensure the maximum degree of safety within the working environment of the University
- Prepare and advocate complex cases before external tribunals eg AIRC and workers compensation commission
- Facilitate the development of appropriate mechanisms to ensure employee participation in and the identification of staff training needs
- Develop structured staff training modules which are consistent with industrial regulation within the University and University policy
- Responsible for public relations activities, including; maintaining contact with media, and fostering networks with community and professional groups
- Manage a small and specialised unit requiring significant innovation, initiative and/or judgment, and/or involving implementation of policy, requiring a high degree of knowledge and sensitivity
- Undertake significant internal consulting directed at the resolution of major problems
- Operate with significant cross campus responsibilities
- Assist in the development, implementation and maintenance of strategic plans
- Implement programs involving major change which may impact on other areas of operation within the University
- Assist in the management of a large functional unit with a diverse or complex set of functions and significant resources

Higher Education Officer Level Nine

- Manage a functional unit, including overall responsibility for a diverse range of activities requiring high level liaison with internal and external client areas
- Conceptualise and or oversee the development and review of strategic and operational plans, and University policies and procedures, relating to the functions of a large or complex administrative unit
- Operate with extensive cross campus responsibilities
- Provide high level advice to senior University officers as well as to planning and decision making bodies, involving a detailed knowledge of national and State higher education issues and University policies and objectives
Higher Education Officer Level One

• Undertake data entry and check same along with checking supporting documentation
• Maintain simple records
• Undertake small cash transactions
• Elements of Level 2 tasks under close supervision

Higher Education Officer Level Two

• Processing of invoices, petty cash and other creditors
• Prepare general journals for checking
• Handle routine account payable queries
• Check data entry documentation after processing

Higher Education Officer Level Three

• Preparation, collation and entry of orders into the Financial Management System (FMS)
• Process accounts for payment
• Handling of non-routine accounts payable enquiries
• Raise invoices for student loans in accordance with established University procedures
• Prepare student loan reports on a monthly basis as indicated by supervisor
• Prepare and action bank disbursements
• Prepare and input deductions against staff payroll and maintain appropriate files
• Input and maintain casual salary commitments
• Receipting and balancing of moneys collected on behalf of the University and the transfer of the
data to the Financial Management System (FMS)
• Processing receipts using Electronic Funds Transfer System and follow up any queries
• Prepare cheque requisitions vouchers for entering to Financial Management System (FMS)
• Ensure all credit card charges are journalled, including follow up of outstanding acquaintances

Higher Education Officer Level Four

• Authorise requisition vouchers for which a purchase order has been raised
• Authorise accounts for payment
• Responsible for bank account reconciliations, suspense and interest account reconciliations
• Preparation of the Divisional monthly management reports for a high level officer
• Organising and collation of monthly reporting packages to be forwarded to Heads of Budget
• Centres
• Interview and assess applications for student loans in accordance with established University
procedures
• Responsible for the reconciliation process for University fees to ensure that fees are correctly
allocated both to revenue codes and the student record system
• Review of the aged debtors report and follow up of outstanding debtors accounts
• Analyse, prepare, report and issue termination payments with their relevant separation advices
and other documentation
• Reconciliation and preparation of the Group and Payroll tax returns
• Reconciliation and preparation of the PPS and FBT returns

Higher Education Officer Level Five

• Statewide responsibility for the preparation of operating statements and regular reports for the
student loans scheme, including the calculation of interest and follow-up of outstanding loans.
Ensure that the Student Loan scheme is administered in accordance with established procedures.
• Direction and coordination of Revenue or Expenditure procedures
• Coordination of the daily cheque production and dispatch procedures
• Responsibility for overseeing reconciliation and control of creditors
Higher Education Officer Level Six

- Coordinate, prepare and process the full time payroll and its associated functions
- Analyse and provide budget and planning advice on the staff profile to the Deputy Principal
- Responsibility for the financial maintenance and control of positions on the Human Resource Management System (HRMS)
- Ensure compliance with appropriate tax and government regulations required for payroll production
- Monitor variations to operating budgets in the Financial Management System (FMS) by receiving, validating and actioning requests for operating budget movements
- Preparation of carry forward balance reports and subsequent monitoring of expenditure

Higher Education Officer Level Seven

- Responsible for the operation of a sub-section/unit requiring a narrow area of expertise, such as payroll, purchasing, asset management and insurance, financial reporting, external research grants and consultancies
- Negotiate purchasing contracts to achieve cost efficiencies and review and monitor these
- Advise on and administer copyright agreements
- Coordinate the preparation of the University’s annual financial statements and coordination and completion of the financial data requirements for eg ABS and DEETYA research collections
- Administration, financial control and reporting of externally funded research grants and consultancy funds for the University
- Interpreting grant agreements and implementing budget and accounting controls for all grants

Higher Education Officer Level Eight

- Assist in the management of a large functional unit with a diverse or complex set of functions and significant resources
- Collating, analysing and presenting statistical, financial information from within a faculty or large centre or from central Administration
- Provide advice to Heads of Schools and staff of Faculties about policies and practices relevant to the Faculties
- Preparation of budget and other submissions from a Faculty to the University’s Budget and Planning Committee, including submissions for recurrent, equipment and capital funds
- Responsible for the University wide operations of Accounting Operations

Higher Education Officer Level Nine

- Manage a functional unit, including overall responsibility for a diverse range of activities requiring high level liaison with internal and external client areas
- Conceptualise and or oversee the development and review of strategic and operational plans, and University policies and procedures, relating to the functions of a large or complex administrative unit
- Operate with extensive cross campus responsibilities
- Provide high level advice to senior University officers as well as to planning and decision making bodies, involving a detailed knowledge of national and State higher education issues and University policies and objectives

For additional descriptions and further clarification it may be useful to refer to the Administration stream.
Information Technology Stream [HEO Levels 1 to 9]

Higher Education Officer Levels One/Two

- Refer to Administration stream if relevant

Higher Education Officer Level Three

- Liaison with suppliers re: product details, technical queries, orders, delivery schedules, pricing, warranty and repair service, marketing and sales promotions
- Administer computer rental scheme
- Perform machine backup procedures and maintain magnetic media library
- Recovery of data from backup tapes applying knowledge of procedures and facilities with some complexity
- Install upgrades of patches to video conference software and maintain hardware configuration including diagnosis of faulty equipment
- Handling of general network enquiries
- Handling of general sales enquiries and advice (hardware, software and consumables)
- Configure and install personal computers and software in accordance with established standards

Higher Education Officer Level Four

- Provide first-level guidance problem solving advice to computer users in operating standard desktop computer applications and facilities
- Monitor backup procedures ensuring that the remote backup system covers all users
- Test new software and hardware following installation for users
- Programming of video conference equipment and the resolving of technical problems
- Diagnose computer hardware faults, correct or replace components

Higher Education Officer Level Five

- Programming and/or elements of systems analysis and systems design in relation to corporate data systems ie central Administrative systems such as Financial Management System (FMS), Human Resource Management System (HRMS) and the University Student Records System (USRS)
- Programming, maintenance and monitoring of central computer systems
- Liaise with and supervise hardware maintenance and repair contractors to ensure optimal performance of administrative systems
- Investigate and implement requirements to rectify or enhance existing computer systems
- Provide technical advice on subject matter to staff who undertake their own programming
- Monitor performance of, and investigate failures in, computer systems and systems software
- Installation and maintenance of complex communication networks
- Systems software maintenance
- Responsibility for maintaining all hardware and software within a School
- Develop and maintain World Wide Web materials for a Faculty, in consultation with Information Technology Services (ITS)
- Undertake systems design and the preparation of programming specifications for small, less complex computer systems involving applications of professional knowledge and standards
- Analyse program specifications and discuss any apparent errors with more senior staff
- Maintain user accounts and passwords for a single Unix computer system
- Take responsibility for day-to-day operation of a retail outlet and supervision of associated staff
- Provide advice, technical support, consultation and training in the use of personal computing software at an in-depth level
Higher Education Officer Level Six

- Provide expert technical advice on the installation, maintenance and support of World Wide Web services and related software
- Provide expert technical advice on the installation, maintenance and support of operating systems and software running on University computer systems
- Provide specific training for developers of World Wide Web systems
- Responsibility for the delivery of seminars training and support services for a complete range of personal computer systems
- Maintain and support Electronic Mail, Network access and other electronic communication systems
- Manage and maintain multi-user UNIX operating systems running on single computer hardware platform
- Undertake applications systems programming tasks in a variety of computer languages
- Systems design and the preparation of programming specifications for the implementation of computer systems

Higher Education Officer Level Seven

- May be a recognised authority in a specialised area such as Unix operating systems, system security, networking, management of helpdesk operations and services, client education including training, publications and seminars over a wide range of information technology topics and products, taking special responsibility for that area
- Under general direction direct the activities of a small group of professional staff
- Devise new techniques for performing work associated with complex issues
- Draft comprehensive reports, correspondence and/or other documents to communicate ideas or concepts related to matters of some complexity which may have University wide significance
- Manage activities using cross campus resources
- Develop, implement and review major policies, objectives and strategies
- Manage the operations of an activity which impacts strategically on a number of schools and/or administrative sections across the University

Higher Education Officer Level Eight

- Provide advice on deficiencies in existing policies and procedures and formulate and recommend proposals for change and development to senior management
- Manage a small and specialised unit requiring significant innovation, initiative and/or judgment, and/or involving implementation of policy, requiring a high degree of knowledge and sensitivity
- Assist in the development, implementation and maintenance of strategic plans
- Implement programs involving major change which may impact on other areas of operation within the University
- Assist in the management of a large functional unit with a diverse or complex set of functions and significant resources

Higher Education Officer Level Nine

- Responsibility for the management of a major sub-section of Information Technology Services (ITS), including overall responsibility for a diverse range of activities requiring high level liaison with internal and external client areas
- Produce draft policy documents and recommendations as required
- Manage projects of significant complexity
- Conceptualize and or oversee the development and review of strategic and operational plans, and University policies and procedures, relating to the functions of a large or complex administrative unit
- Operate with extensive cross campus responsibilities
- Provide high level advice to senior University officers as well as to planning and decision making bodies, involving a detailed knowledge of national and State higher education issues and University policies and objectives
Library Stream [HEO Levels 1 to 9]

Higher Education Officer Levels One/Two

- Delivery of parcels and library materials
- Minor book repairs
- Preparation of library displays under close supervision
- Printing spine labels
- Elements of Level 2 tasks under close supervision
- Shelving and sorting Library materials
- Assist maintain the Serials collection eg problems of receipt, display and missing issues and with binding preparation
- Circulation of Library materials
- Maintenance of Reserve Collection by reshelving material and inputting brief entries into the Reserve Database to be reviewed by Cataloguer
- Processing inter campus and interlibrary loans
- End processing of Library materials
- Answering basic directional enquiries
- Process overdue notices
- Monitor security devices and report breaches to appropriate staff
- Prepare material for binding
- Assist with checking records after database loads to ensure that the correct record has been received
- Verify order and accession monographs and other Library materials
- Amend acquisitions records and process invoices
- Maintain less complex acquisitions system reference files, including currency conversion rates and vendor information
- Processing nominated Library material for withdrawal
- Match and retrieve bibliographic records from outside databases for review by more senior staff as necessary

Please Note: Level of supervision varies between HEO Level 1 and HEO Level 2 - with Level 1 working under close supervision for the majority of tasks undertaken and Level 2 under routine supervision for straightforward tasks, and close supervision for more complex tasks.

Higher Education Officer Level Three

- Answering basic information enquiries
- Maintain bibliographic records in the Library’s database ensuring their accuracy, currency and conformity to agreed standards
- Check records keyed in by Assistants
- Basic staff operational training
- Relocating Library material as directed
- Checking bibliographic details for interlibrary loans requesting assistance where appropriate

Higher Education Officer Level Four

- Provide paraprofessional support to a Branch Librarian
- Assist in coordinating activities in a small service point
- Answer basic reference enquiries
- Revise and edit Library Publications under supervision
- Participate in user education programs including orientation tours and bibliographic, CD-ROM and catalogue instructions
Higher Education Officer Level Five

- Answer reference enquiries from staff and students and the wider community
- Conduct literature searches using printed sources, CD-ROM and other electronic sources
- Coordinate circulation activities in a large service point
- Prepare revise and edit Library publications as approved
- Demonstrate reference procedures to new staff, Library Technicians in training and visitors
- Assist with the maintenance of the assigned Library collections by recommending material for purchase and weeding
- Liaise with specific user groups as required and in particular maintain links with selected academic schools/disciplines as assigned
- Perform the full range of original and copy cataloguing
- Maintain the Library's bibliographic database particularly in relation to authority files
- Participate in staff induction training
- Participate in the scheduling, organising and conducting of user education programs
- Review catalogue records acquired from outside sources, correcting or completing them as necessary

Higher Education Officer Level Six

- Responsible for the day to day operation of a small specialised team or sub-section eg Serials or Document Delivery
- Liaise with suppliers and publishers to ensure an acceptable level of service
- Authorise invoices for Serials materials acquired through the purchasing and processing unit

Refer to Administration stream and DWM Classification Descriptions if applicable

Higher Education Officer Level Seven

- Consult with the primary user groups of a Service Point and coordinate user group meetings
- Day-to-day management of a Service Point including service provision, supervision of staff, collection maintenance and some financial administration
- Develop, recommend and implement procedures and policy (after approval) for the operations of a Service Point and/or other similar area
- Prepare and interpret statistical reports as required for the proper appraisal of a Service Point activity
- Liaise extensively with remote clients to assess their needs and priorities for library services and ensure their needs are met
- Develop and recommend policies for improvements to Library services
- Prepare and recommend estimates for expenditure related to the section as part of the Library budget process

Higher Education Officer Level Eight

- Management of a large Library Service Point
- Prepare and interpret statistical reports as are necessary for the proper appraisal of a large Service Point

Higher Education Officer Level Nine

- Manage a functional unit, including overall responsibility for a diverse range of activities requiring high level liaison with internal and external client areas
- Conceptualise and or oversee the development and review of strategic and operational plans, and University policies and procedures, relating to the functions of a large or complex administrative unit
- Operate with extensive cross campus responsibilities
- Provide high level advice to senior University officers as well as to planning and decision making bodies, involving a detailed knowledge of national and State higher education issues and University policies and objectives
Campus & Property Services Stream [HEO Levels 1 to 9]

Higher Education Officer Level One

- Cleaning amenities, workshops and non-specialist equipment and areas
- Moving furniture and equipment
- Assisting workshop trades position with manual tasks
- Repetition work on automatic, semi-automatic or single purpose machines and equipment
- Support services in kitchen and catering areas, including • the preparation of food for cook/chef
  and • preparation and distribution of tea/coffee etc
- Manual gardening tasks not requiring horticultural knowledge

Higher Education Officer Level Two

- Use and care of hand and power tools and associated equipment to perform routine maintenance, not requiring trade skill
- Maintain established gardens and grounds to a pre-determined plan
- Inventory and store control, including licensed operation (e.g., forklift operation) of all appropriate materials handling equipment
- Security patrols, including responding to alarms, following emergency procedures, preparing incident reports and security escort work
- Assist in preparing and cooking meals to a pre-determined plan
- Transporting staff, student and visitors, driving a variety of vehicles
- Receipt and issue of lost property
- Supervision of use of sport and recreation facilities
- Tend to animals and crops and assist with specialist tasks
- Clean specialist equipment and/or specialist areas, requiring particular skills to identify appropriate products and applications
- Drive and operate mobile equipment, including small skid steer loaders, fork lifts, tractors, mowers and trucks etc

Higher Education Officer Level Three

- Maintain systems for • schedules • bookings • utilisation of spaces and facilities • equipment maintenance
- Liaise with and provide for external users of University facilities
- Undertake construction, repairs and maintenance in one area of trade skill, with limited skill applications in different areas of trade skill e.g., carpenter and joiner undertaking limited plastering and painting, mechanic or fitter undertaking limited welding
- Operate all forms of lifting equipment
- Work from drawings, prints, plans and sketches to produce/construct outcomes to specification
- Operate, set-up and adjust all workshop equipment
- Fault find and repair straight-forward fluid power systems
- Perform licensed electrical work
- Plan, construct and maintain horticultural landscaping and activities
- Allocate facilities in teaching, research and public spaces in accordance with customer demand, whilst providing/ensuring security and routine maintenance services to campus
- Control and maintain extensive inventory levels
- Liaise with and interact with outside contractors to produce required outcomes
- Identification and modification of personal fitness programs, and instruction in safe use of all fitness equipment
- Preparation and cooking of meals
Higher Education Officer Level Four

- Fault find and repair fluid power or interconnected electrical circuits, involving examination, diagnosis and modification of systems
- Utilise the full range of precision trade skills in two or more discrete discipline areas on a frequent basis eg • carpentry and bricklaying • electrical and instrumentation • plumbing and horticulture
  Note: skills such as upholstering, painting, wallpapering, plastering and tiling, when performed irregularly, are peripheral to and not additional to other trade skills
- Utilise high precision trade skills gained through formal post trade training and on-job experience eg • Tool making • electronics and instrument technician • advanced CNC machining • pressure vessel welding • high precision cabinet making and furniture design
- Detail drafting to an engineering specification from a sketch and notes
- Routine planning of a job involving greater than one trade or calling
- Preparation of cost estimates for small maintenance and capital jobs
- Supervision of tradespersons in a crew or team
- Provide training to tradespersons
- Compile and thereafter maintain procedures manuals for a significant sub-section
- Assist customers to identify and achieve optimum outcomes from maintenance and minor improvement expenditure

Higher Education Officer Level Five

- Collect and analyse data, then produce detailed technical reports
- Undertake development work of significant complexity in relation to circuits, equipment, systems and facilities, including associated investigative and design work
- Plan, organise and control the daily management of at least one specialist operation, providing specialist services for the whole of a major campus (eg • security • provision of house and building services • landscaping and grounds services • traffic and parking • cleaning of building and spaces • first aid and medical assistance)
- Co-ordinate the collection of data in the form of handbooks, specification, manuals and instructions
- Identification and investigation of occupational health and safety hazards and issues across a single campus
- Estimate quantities and costs for medium sized internally managed projects employing a wide variety of trade services
- Collaborate with customers to identify and achieve optimum outcomes from all expenditure associated with buildings and property
- Design drafting of simple problems and detail drafting of designs from concepts involving originality of thought and the exercise of considerable judgment and skill

Higher Education Officer Level Six

- Design drafting of complex problems
- Estimating quantities and costs for large internally managed multi-disciplinary projects
- Program and manage preventative maintenance schedules, including investigation and design requirements necessary to implement changes to existing systems
- Manage significant ongoing cost containment and/or cost reduction programs in the section
- Ensure and assure campus wide compliance with significant statutory and regulatory requirement through a systems approach eg • Workplace Health and Safety Act 1995 and associated Regulations • Dangerous Goods Act 1976 and Regulations • Fire Service Act 1979 and Regulations
- Design, cost and manage the manufacture of complex equipment for use in laboratories and in research programs
- Prepare briefs for consultants in association with significant projects
Higher Education Officer Level Seven

• Devise new techniques for performing work associated with highly complex technical issues
• Co-ordinate and prepare plans for major construction installations and activities, or major segments of very large systems
• Direct the maintenance of property, buildings, grounds and equipment at a major campus at which there is installed a variety of complex equipment
• Manage a large and varied workshop where there is a demand for high level of technical competence, liaison and managerial ability
• Represent the section in liaison with outside organisations on important engineering and/or construction matters
• The provision of expert technical advice and the determination/initiation of action relating to the supply and usage of plant, tools, equipment, instrumentation and materials
• Prepare briefs for consultants in connection with major University projects
• Manage the operations of a residential college

Higher Education Officer Level Eight

• Apply new professional scientific approaches and techniques to the design or development of equipment or special aspects of facilities and buildings
• Undertake significant internal consulting directed at the resolution of major problems
• Manage the University's capital works, grounds and maintenance programs
• Manage the University wide allocation and utilisation of teaching and research space; initiate and implement programs and systems to manage and continuously improve the University's physical resources
• Manage all aspects of the provision of general services (including security, traffic and parking, cleaning and hygiene, environmental management, mail and document delivery, house services and emergency response) across the University

Higher Education Officer Level Nine

• Manage all aspects of the University's capital management program, buildings and infrastructure maintenance programs and grounds maintenance and improvement programs across all sites and campuses through all stages of drafting and development of the programs for approval, then briefing, design, documentation, costing, planning and construction or implementation
• Select and appoint consultants for all minor capital works and all maintenance programs
• Deputise for the Director of Property Services on a full time basis
• Acquire and maintain buildings and infrastructure across the University to optimise use of available funds
• Manage and optimise all forms of energy usage across the University
Student & Academic Services Stream [HEO Levels 1 to 9]

Higher Education Officer Level One

• Refer to Administration Stream if applicable

Higher Education Officer Level Two

• Refer to Administration Stream if applicable

Higher Education Officer Level Three

• Refer to Administration Stream if applicable

Higher Education Officer Level Four

• Provide factual and detailed advice to students and staff on procedures, rules and requirements, based on a broad understanding or specialist expertise in the work area
• Collate and assemble material for publications within academic and administrative units and the dissemination of information to clients
• Receipt of cash, payment of accounts
• Produce routine and ad hoc reports from University data bases, and provide advice to users and data bases, report generation and interpretation

Higher Education Officer Level Five

• Provide administrative services to faculty and other University officers, including secretarial support for specified committees, and assistance with the preparation of reports and information in response to enquiries
• Provide advice to staff, students and other clients on University, faculty and school policies, rules and requirements, involving interpretation
• Coordinate organisational arrangements for University activities, services, examinations and ceremonies including monitoring of and reporting on progress and the development and maintenance of documentation on protocol and procedures
• Assist with the organisation and administration of academic administration tasks including student admission, enrolment, academic progress review, grievances and graduation

Higher Education Officer Level Six

• Provide high level administrative services and policy development support to school and other University officers, including executive support to a range of committees and oversight of the preparation of reports, information and correspondence
• Provide detailed advice to students, staff and other University clients on University, faculty and school rules, policies and requirements, including interpretation of and judgment about complex issues
• Implement support services for students, including advocacy and promotion and liaison services
• Coordinate the production of University publications, information and promotional materials, including liaison with and provision of advice to a range of information providers, complex project scheduling and implementation of design, editorial and publication functions
• Coordinate the delivery of academic administrative services, including complex scheduling, liaison and reporting tasks, involving a significant level of delegated authority to interpret and implement
• University policies, rules and regulations
Higher Education Officer Level Seven

- Develop and implement programs or services for University students, staff and other clients including professional services such as counselling; business, community and alumni relations; and programs and services for student groups with special needs
- Manage the operations of an activity which impacts strategically on a number of schools and/or administrative sections across the University
- Develop, implement and review major policies, objectives and strategies within a unit

Higher Education Officer Level Eight

- Manage a functional unit and implementation of policy, requiring a high degree of knowledge and sensitivity
- Manage a small and specialised unit requiring significant innovation, initiative and/or judgment
- Undertake significant internal consulting directed at the resolution of major problems
- Operate with significant cross campus responsibilities
- Contribute in a significant way to the development and review of operational and strategic plans, and University policies and procedures
- Manage an administrative unit delivering University-wide academic administrative or professional services to students, staff or other clients, for example Counselling, Aboriginal Student Services

Higher Education Officer Level Nine

- Manage a functional unit, including overall responsibility for a diverse range of activities requiring high level liaison with internal and external client areas
- Conceptualise and or oversee the development and review of strategic and operational plans, and University policies and procedures, relating to the functions of a large or complex administrative unit
- Operate with extensive cross campus responsibilities
- Provide high level advice to senior University officers as well as to planning and decision making bodies, involving a detailed knowledge of national and State higher education issues and University policies and objectives

For additional descriptions and further clarification it may be useful to refer to the Administration stream.
Technical & Scientific Stream [HEO Levels 1 to 9]

Higher Education Officer Level One

- Elements of Level 2 tasks under close supervision
- Refer to Administration Stream if applicable

Higher Education Officer Level Two

- Equipment, tools and relevant technology are selected and used in accordance with designated instructions
- Refer to Administration Stream if applicable

Higher Education Officer Level Three

- Design and produce graphic art and pre-press work prior to printing or photocopying
- Assist in setting up routine experiments and preparing specimens
- Monitor experiments and report to supervisor
- Assist with the feeding and care of plants and/or animals
- Assist staff and students with straightforward data collection
- Routine preparation of laboratory equipment for practical classes

Higher Education Officer Level Four

- Preparation of samples, specimens and slides to prescribed standards
- Maintain the nutritional and environmental requirements for experiments
- Supervise and partake in inventory checks
- Assist academic staff in practical demonstrations
- Undertake initial analysis of data collected, including straightforward statistical analysis, database management and preparing graphs and figures
- Develop new equipment to criteria, developed and specified by others

Higher Education Officer Level Five

- Provide degree level technical support for researchers in a specialised area including preparing technical reports
- Collection, preparation, and analysis of samples for chemical determinations which for example could include the major nutrients, dissolved oxygen, salinity, sediment, fossil and water samples
- Under general direction, assist in the conduct of major experiments and research programs and/or in setting up and operating complex or unusual equipment for a range of experiments and demonstrations
- Control maintenance programs for laboratory equipment and apparatus
- Manufacture and construct laboratory/research apparatus or equipment under general direction

Higher Education Officer Level Six

- Manage a teaching or research laboratory, including allocating space and resources, coordinating purchases of equipment and general supplies, compliance with safety regulations and budget monitoring
- Provide training to technical staff and postgraduate students in the use of analytical equipment and techniques
- Maintain, prepare and calibrate equipment and assist in the development of prototype equipment
- Design and construct complex and novel equipment
- Develop and implement improved methods of analysis and testing
- Assist with project planning of trials by preparing specifications and operational requirements
- Provision of quotations and technical advice to Printery customers for major jobs
Higher Education Officer Level Seven

- Provide expert assistance with the planning of research programs and provide a significant contribution to the content of the projects
- The provision of expert technical advice in a highly complex specialised area
- Undertake expert and evaluative research in a specialised area

Higher Education Officer Level Eight

- Researcher of national standing, acknowledged by a recognised external source. This may involve:
  - publications in quality journals
  - presentation of papers at conferences of national significance
- Apply new professional scientific approaches and techniques to the design or development of equipment
- Initiate and undertake research and direct investigations in a highly specialised area

Higher Education Officer Level Nine

- Manage a large functional unit within the section, including overall responsibility for a diverse range of activities requiring high level liaison with internal and external client areas
- Conceptualise, develop and review major policies
- Operate with extensive cross campus responsibilities
- Maintain an awareness of external and internal issues affecting the University's needs, policies and development, and communicate these effectively to senior management

For additional descriptions and further clarification it may be useful to refer to the Administration stream.