



# ACT

Government

Chief Minister and Treasury

Part D: Schedules and Appendices  
Structures Classification Standards  
**Schedule 2 – General Service Officers**

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 1**

This level will apply to participants in the Australian Traineeship System. Arrangements for the GSO classification have not yet been determined.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 2**

#### **A person at this level:**

- works under direct supervision either individually or in a team environment;
- performs routine manual tasks and/or operates basic equipment requiring little or no previous training or experience; and
- exercises minimal judgement in deciding how tasks are to be performed.

#### **Qualifications**

Satisfactory completion of training or demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

#### **Typical Duties**

##### *Building and Construction*

- move bulk material such as earth, sand, rubble and waste material; and
- sort, clean and store tools and equipment.

##### *Metals*

- use selected hand tools and perform minor machine tool/equipment operations eg basic soldering or butt and spot welds; and
- perform simple assembly and dismantling tasks on mechanical or electrical equipment e.g. motor vehicles, mechanical plant.

##### *Miscellaneous*

- carry out routine labouring tasks; and
- perform routine cleaning functions.

### *Stores*

- operate basic machinery/equipment eg pedestrian operated forklifts; and
- perform routine packing duties.

### *Transport*

- operate basic machinery/equipment eg, tow motor and trailer to transport items, plant and equipment; and
- clean vehicles and operate petrol bowsers.

### *Health (Services)*

- porter or trolley patients and/or provide a messenger service, which may include operating a two-way communication system.

## **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 3**

#### **A person at this level:**

- works either individually or in a team environment under general supervision;
- performs a variety of manual tasks and/or operates plant, equipment and vehicles requiring more than a basic level of skill;
- exercises judgement in deciding how tasks are to be performed; and
- exercises good communication and interpersonal skills where routine client liaison and supervisory responsibilities apply.

This is the first level within some industry streams at which a person may be expected to take charge of staff.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

#### **Typical Duties**

##### *Building and Construction*

- pour and spread materials such as concrete, using equipment such as mixers and concrete pump guns; and
- assist tradespersons in their tasks.

##### *Metals*

- perform simpler installation, maintenance and/or repair of electrical equipment and wiring; and

- operate machinery or equipment requiring more than a basic level of manual and/or operational skill, eg steam cleaning equipment including the use of chemical equipment, mobile equipment including forklifts.

#### *Miscellaneous*

- carry out minor repairs and maintenance to buildings and groups eg minor repairs to boundary fences, erection of plaques and maintenance to monument walls; and
- patrol and watch premises and sites to guard them against theft and fire.

#### *Stores*

- identify stores received, check against receipt documentation and acquit - referring complicated cases and discrepancies to a higher authority; and
- perform tasks associated with stores issues eg identify and select stores, issue stores with guidelines and ensure correct authorisation.

#### *Transport*

- licensed operation of vehicles/machinery eg: drive vehicles to transport passengers (less than 25 persons) and/or deliver messages.

#### *Health (Services)*

- oversight an aspect of a support unit, eg the serving or delivery of meals, tow motor services, sewing services, linen services, cleaning and provisioning of staff quarters.

### **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 4**

#### **A person at this level:**

- works under general supervision, either individually or in a team environment performing a variety of tasks requiring knowledge of standardised practices and procedures for the work area and requiring skills obtained through considerable training and experience; OR

provides routine assistance to technical and/or professional staff requiring a limited level of technical knowledge and skill; OR

operates vehicles/plant requiring skills obtained through considerable training and experience; OR

under limited supervision, supervises staff engaged on a variety of routine manual tasks. Supervision will include the assignment and quality control of work.

- exercises judgement in deciding how tasks are to be performed; and
- exercises good communication and interpersonal skills.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

#### **Typical Duties**

##### *Building and Construction*

- perform scaffolding work including exercising judgement to select scaffolding for jobs, setting levels for lifts, positioning and fitting scaffolding.

### *Metal Industry*

- use precision measuring instruments to carry out work, eg make up ordinance charges, fuse shells.

### *Miscellaneous*

- supervise and perform work associated with the operation of a light station including the minor maintenance of plant, equipment and building; and
- supervise and direct the daily operations of cleaning staff across a range of facilities: control the issue of materials and equipment and assist with the general planning and organisation of work.

### *Stores*

- receive, check and acquit stores; resolve basic discrepancies where possible and refer others to the supervisor; and
- prepare or process stores documents and maintain major storehouse records.

### *Transport*

- licensed operation of vehicles/machinery eg drive a rigid vehicle with a carrying capacity 6 tonnes and over.

## **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 5**

#### **A person at this level:**

- works under general supervision either individually or in a team environment, performing trade work or work requiring an equivalent level of skills and knowledge; OR;
- under general supervision, operates vehicles/equipment requiring a high level of operational skill; OR
- under limited supervision, supervises a large number of staff engaged on a variety of routine manual tasks; or a number of work teams;
- exercises independent judgement in deciding how tasks are to be performed and have authority to adapt work methods in dealing with non standard problems;
- applies quality control techniques to their work and the work of other staff; and
- exercises good communication and interpersonal skills.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

#### **Typical Duties**

##### *Building and Construction*

- perform, within the scope of the trade, trades work or work requiring an equivalent level of skill and knowledge.

##### *Metals*

- exercises skills and knowledge within the scope of the trade; and



- perform a range of engineering maintenance functions including:
  - removing equipment fastenings which may involve use of destructive cutting equipment;
  - lubrication of production equipment; and
  - running adjustments to production equipment.

#### *Miscellaneous*

- carry out gardening tasks at the trades level, eg, propagate, cultivate and monitor development of Australian and exotic flora, conduct tree surgery, develop and implement appropriate water, fertiliser and renovation programs for turf, shrubs and trees; and
- inspect and report on the performance of cleaning and maintenance contractors to ensure compliance with contract conditions, make recommendations to vary standards and guidelines to satisfy client requirements.

#### *Transport*

- licensed operation of vehicles/machinery requiring a high level of operational skill, eg:
  - operate a heavy rigid bus to transport passengers over public transit routes, in accordance with specific timetables; and
  - drive vehicles, with a compactor capacity of 19.3 cm, to remove trade waste.

#### *Health (Services)*

- prepare, cook, and serve foodstuffs.

### **Training**

Advancement to the next level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 6**

#### **A person at this level:**

- under general supervision either individually or in a team environment, performs trade work requiring a high level of trade skill, employs initiative and judgement above that undertaken at the general trades level; OR

under limited direction, operates vehicles/equipment requiring an advanced level of skill; OR

under limited supervision, supervises, plans and co-ordinates the work of small work teams or controls the operations of an organisational element of a program which undertakes predominantly a variety of manual tasks.

- a person in a supervisory role at this level could be expected to exercise initiative and judgement in solving day to day operational problems including:
  - estimating and ordering;
  - work prioritising;
  - staffing control and training; and
  - maintenance of records and basic reporting.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

#### **Typical Duties**

##### *Metals*

- manufacture printed circuit boards, anodised engraved and metal etched products using photographic, electroplating processes and soldering reflow equipment, NC drilling machines and optical inspection equipment; and
- make and repair jigs, fixtures, tools and dies including input to the design process.

### *Miscellaneous*

- follow up deficiencies reported by inspectors on the performance of cleaning contractors including recommendations relevant to the termination of contracts: arrange inspection of buildings for prospective tenders, and advise on special features or problems.

### *Transport*

- licensed operation of vehicles/machinery eg:
  - operate an articulated bus to transport passengers over public transit routes, in accordance with specific timetables.

### **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 7**

#### **A person at this level:**

- under limited supervision, either individually or in a team environment undertakes special class trade work, employs an independent approach and a high degree of initiative. These tasks may encompass the provision of trade and equivalent level guidance and assistance to other members of a work team; OR

under administrative supervision, takes charge of an occupational group of staff engaged in a wide range of activities normally within a work stream and is responsible for a range of functions including: implementation of quality control, training and/or teaching, staff recruitment, estimation of costs, preparation of orders, and setting of and review of procedures; OR

under administrative supervision, takes charge of and carries out maintenance and repair of overseas Commonwealth owned and/or leased buildings and residences together with associated services and equipment, and develops: plans, schedules, and costs preventive maintenance programs at a small post.

- a person at this level in a supervisory role could be expected to exercise a high degree of initiative and judgement in solving day to day problems including:
  - staff training and/or teaching;
  - estimating and ordering;
  - work prioritising; and
  - oversighting records maintenance and preparation of minor reports.

OR, as a specialist make recommendations and/or implement alternative methods of approach to complex operational problems.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

## **Typical Duties**

### *Metals*

- work on machines or equipment which utilise complex mechanical or hydraulic and/or pneumatic circuitry and controls or a combination thereof; and
- undertake work on machinery or equipment which utilises complex electrical/electronic circuitry and controls.

### *Miscellaneous*

- plan and supervise the day to day operations of gardening and maintenance functions including the following:
  - allocate work to staff and give associated guidance and instruction;
  - carry out quality control to ensure work is being performed efficiently and in accordance with instructions and procedures;
  - arrange the acquisition of equipment and supervise its maintenance;
  - assist in developing forward work programs and estimates of expenditure; and
  - prepare detailed reports on work program progress.

### *Transport*

- instruct public transit trainees to prescribed driving and administration standards.

### *Health (Services)*

- co-ordinate activities in the kitchen of a medium/large size hospital, including supervision of a large food preparations/cooking/distribution area.

## **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 8**

#### **A person at this level:**

- under limited supervision, either individually or in a team environment, supervises a large group of trades and/or non trades staff in more than one field employed on a varied range of more complex operational equipment or projects; OR
- as an advanced engineering tradesperson under limited supervision, performs work beyond the special class tradesperson involving intricate systems and designs: OR

under administrative supervision, takes charge of and carries out maintenance and repair of overseas Commonwealth owned and/or leased buildings and residences together with associated services and equipment and develops: plans, schedules and costs preventive maintenance at a medium post or a small post with special problems; OR

under administrative supervision, exercises direct and indirect control over a large group of staff, including subordinate supervisory staff, undertaking a varied range of work within a stream.

- a person at this level in a supervisory role would be expected to exercise a high degree of initiative, judgement and flexibility in solving complex trade related problems including:
  - co-ordination of resources;
  - oversight of training;
  - estimation of costs;
  - arranging recruitment;
  - oversight safety measures; and
  - review work methods and oversee quality control.

OR, as an inspector carry out inspections of valuable assets and ensure they meet quality standards, approve completed jobs;

OR, as an advanced engineering tradesperson make recommendations and/or implement alternative methods of approach to complex operational problems using a high level of initiative.

## **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

## **Typical Duties**

### *Building and Construction*

- supervise trade and/or non trade staff employed on small scale civil engineering works such as construction and maintenance or earthworks, roads, bridges, airfields, pavements, drainage hydraulics, operation of sewerage treatment works.

### *Metals*

- supervise and control the day to day operations of a facility including a sheet metal and machining shop assuming responsibility for:
  - determining priorities for jobs on the work program and resource requirements to implement the work program; and
  - preparing estimates for work done both internally and externally and monitor program expenditure.
- work on combinations of machines or equipment which utilises complex electronic, mechanical and fluid power principles.

### *Miscellaneous*

- control a large number of staff comprising supervised work teams engaged in gardening and related tasks including the following:
  - determine priorities for jobs on the work program;
  - determine resource requirements to implement the work program;
  - provide technical guidance as necessary;
  - play an active role in training for the work teams;
  - monitor program expenditure; and
  - research, prepare and present complex reports.

### *Transport*

- control a group of staff involved in the theoretical and technical instruction of public transit trainees and in association with staff development/training areas, prepare courses in the theory and application of bus driving skills and procedures.

### *Health (Services)*

- administer all aspects of a large central linen service which undertakes laundry processing, theatre linen packing, linen collection/distribution, repair and maintenance of linen and uniforms.

### **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.



## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 9**

A person at this level:

- under limited direction, controls three or more significant groups of trades staff, or staff with an equivalent level of skills and knowledge, engaged in specialised activities including subordinate supervisory staff; OR

under administrative supervision, controls a major service operation including a large number of trades, non trades and/or associated staff: OR

under limited supervision, oversight and conduct trade training courses in theory and practice including the supervision of instructors.

A person at this level is expected to exercise a high degree of initiative, independent judgement and leadership in solving complex operational problems.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

#### **Typical Duties**

There are two distinct sub grades of work at this level. The following duties are typical of work undertaken within each sub grade:

##### **Lower sub grade**

- control three or more significant groups of trades staff, or staff with an equivalent level of skills and knowledge, including subordinates supervisory staff engaged in specialised activities. Responsibilities include:
  - preparation of draft estimates;
  - determination of work priorities;

- oversight of performance against standards, including quality control and occupation health and safety standards;
- organisation of labour, materials and equipment;
- training and development of staff and students; and may
- inspect the work of contractors.

### **Upper sub grade**

- take charge of the repair and maintenance of Commonwealth and/or leased buildings and residences together with associated services and equipment at a large overseas post or a medium overseas post where there are special problems:
  - determining and reporting on compliance with specifications and/or standards;
  - determining repair and maintenance requirements;
  - preparing valuations and estimates of costs; and
- manage major training activities for staff in trades and related groups, including the development of programs and supervision of instructional staff.

### **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 10**

#### **A person at this level:**

- under administrative supervision, controls a large multi-disciplined group or several small multi-disciplined groups of trades staff, or staff with an equivalent level of skills and knowledge, engaged in specialised activities including subordinate supervisory staff; OR
- under administrative supervision, supervise construction and/or repairs and maintenance activities undertaken by employees or under contract; OR
- under administrative supervision, carry out inspection, certification and oversee installation of building engineering systems.

A person at this level is expected to demonstrate a high degree of initiative, independent judgement and leadership in the management of a complex operational program or business unit.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

#### **Typical Duties**

- control a large multi disciplined group, or a number of small multi disciplined groups of trades staff, or staff with an equivalent level of skills and knowledge, including subordinate supervisors engaged in specialised activities. Responsibilities include:
  - planning of work programs and determining priorities;
  - preparation of estimates and controlling expenditure;
  - oversight of trials or investigations of new technical developments in materials and products;
  - oversight of performance against standards, including quality control and occupation health and safety standards;
  - review of methods and procedures;

- quality assurance of quality control implementation;
- organisation of labour, materials and equipment; and
- oversight of training and development programs.
- supervise construction and/or repairs and maintenance activities undertaken by employees or under contract.
- inspect buildings and other significant assets:
  - determining and reporting on compliance with specifications and/or standards and arranging progress payments; and
  - determining repair and maintenance requirements; prepare valuations and estimates of costs; and inviting quotations and tenders.
- oversee staff carrying out the inspection, certification and installation of building engineering systems.

## **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 1**

#### **(BUILDING AND CONSTRUCTION)**

This level will apply to participants in the Australian Traineeship System. Arrangements for the GSO classification have not yet been determined.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 2**

#### **(BUILDING AND CONSTRUCTION)**

##### **A person at this level:**

- works under direct supervision either individually or in a team environment;
- performs routine manual tasks and/or operates basic equipment requiring little or no previous training or experience; and
- exercises minimal judgement in deciding how tasks are to be performed.

##### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: training requirements at each level are the subject of further consideration.

##### **Typical Duties**

Perform routine manual tasks using simple tools and equipment such as shovels and wheelbarrows. Tasks may be undertaken in a range of situations like confined spaces, above ground level or in a “dirty work” environment:

- move bulk material such as earth, sand, rubble and waste material;
- load, unload and move materials, tools and equipment;
- sort, clean and store tools and equipment;
- lift and hold heavy objects (in accordance with OH&S guidelines) for securing by other; and
- move materials, tools and equipment by the quickest and safest method from one point to another on a site.

## **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for the stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- normal merit based promotion processes; and
- availability of a vacant job.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 3**

#### **(BUILDING AND CONSTRUCTION)**

##### **A person at this level:**

- works under direct supervision if employed on building work - but under general supervision in all other cases - either individually or in a team environment;
- performs a variety of manual tasks and/or operates plant, equipment or vehicles requiring more than a basic level of skill;
- exercises judgement in deciding how tasks are to be performed; and
- may guide and assist workers at this and other levels to the extent of their experience and training.

##### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: training requirements at each level are the subject of further consideration.

##### **Typical Duties**

- mix, pour and spread materials such as concrete, using equipment such as mixers, concrete pump guns and tampers;
- prepare work areas using equipment such as jack hammers and concrete saws;
- assist tradespersons in their tasks;
- maintain and undertake minor repairs of equipment, tools and machinery used at this level within their level of skill and training - eg maintain equipment in accordance with the manufacturers instruction;



- use basic plans sketches and working drawings eg to make blinds, size cut and lay roofing materials such as malthoid, erect barricades and place lights to isolate work areas and protect workers; and
- licensed operation of plant/machinery (refer to the attachment).

## **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for the stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- normal merit based promotion processes; and
- availability of a vacant job.

## **ATTACHMENT: GENERAL SERVICE OFFICER LEVEL 3 - PLANT OPERATOR**

- licensed operation of plant/machinery including:
  - Boiler
  - Pneumatic Tyred Tractor
    - without power operated attachments up to an including class 6 (includes tractor tilting or one man hitch trailer)
    - with power operated attachments below class 3
  - Crawler Tractor
    - without power operated attachments up to and including class 3
    - with power operated attachments up to an including class 2
  - Fork Lift
  - Aggregate Dryer
  - Roadroller
    - powered under 8 tonnes
    - powered vibrating under 4 tonnes
  - Asphalt Plant Mixer
    - capacity of less than 10 tonnes of hot mix per hour
  - Second Driver
    - navy and dragline or dredge type excavator
- service, lubricate, clean and refuel plant and perform minor repairs.
- record instrument readings, hours of operation, fuel consumption and power output.
- operates electrical or manual controls to raise, lower and manipulate plant and/or selected attachments.
- driving and manoeuvring plant and attachments within surveyors pegs, or working from drawings, markings or verbal instructions.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 4 (BUILDING AND CONSTRUCTION)**

#### **A person at this level:**

- works under general supervision, either individually or in a member of a team performing a variety of tasks requiring knowledge of standardised practices and procedures for the work area and requiring skills obtained through considerable training and experience, and may take charge of lower level staff; OR  
  
under limited supervision, supervises staff engaged in a variety of routine manual tasks - including responsibility for assignment of tasks and oversighting the quality of their work; OR  
  
operates vehicles/plant requiring skills obtained through considerable training and experience;
- exercises judgement in deciding how tasks are to be performed and to resolve problems encountered in day to day duties.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: training requirements at each level are the subject of further consideration.

#### **Typical Duties**

- perform scaffolding work including exercising judgement to select scaffolding for jobs, setting levels for lifts, positioning and fitting scaffolding;
- supervise staff using simple work plans, sketches etc to co-ordinate and direct activities - eg a person supervising up to 12 staff in a road repair gang may allocate a series of tasks using sketches and diagrams to describe locations;
- licensed operation of plant/machinery (refer to the attachment).

## **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for the stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- normal merit based promotion processes; and
- availability of a vacant job.

## **ATTACHMENT: GENERAL SERVICE OFFICER LEVEL 4 - PLANT OPERATOR**

- licensed operation of plant/machinery including:
  - Pneumatic Tyred Tractor
    - without power operated attachments above class 6 or above 170 kW engine power
    - with power attachments above class 3 up to and including 170 kW engine power (not including tilting or one man hitch trailer)
  - Crawler Tractor
    - without power operated attachments above class 3
    - with power operated attachments class 3, 4, 5 and class 6
  - Mobile Crane
    - with lifting capacity up to and including 15 tonnes
  - Grader
    - power operated below 35 kW engine power
  - Pneumatic Tyred Loader
    - up to and including 110 kW engine power
  - Crawler Loader
    - up to and including class 6
  - Excavator
    - up to and including 0.5 cubic metre
  - Roadroller
    - powered 8 tonnes and over
    - powered vibrating 4 tonnes and over
  - Asphalt Plant Mixer
    - capacity of more than 10 tonnes of hot mix per hour
  - Pile Driver
    - power operated winch

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 5 (BUILDING AND CONSTRUCTION)**

#### **A person at this level:**

works under general supervision either as a member of a team or individually, performing trade work or work requiring an equivalent level of skills and knowledge:  
OR

under limited supervision, supervises a large number of staff engaged on a variety of routine manual tasks, or a number of work teams; OR

under general supervision, operates vehicles/plant requiring a high level of operational skill;

- exercises independent judgement to decide how tasks are to be performed and may adapt work methods to resolve problems encountered in day to day tasks; and
- applies quality control techniques to their own work and the work of other staff within their sphere of work.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: training requirements at each level are the subject of further consideration.

#### **Typical Duties**

- perform, within the scope of the trade, trades work or work requiring an equivalent level of skill and knowledge and, as necessary, undertake duties incidental to the trade - ie by “making good” a job or work;
- fabrication of unusual or non standard work by adapting existing procedures and practices;

- read, interpret and apply plans, specifications and diagrams;
- supervise and co-ordinate the activities of a group of staff undertaking a range of activities such as supervising more than twelve personnel laying footpaths;
- tradespersons may supervise trades assistants and provide guidance to apprentices;
- apply computing and other techniques as they relate to the operation of the trade and/or work area.
- licensed operation of plant/machinery including (refer to the attachment).

### **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for the stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- normal merit based promotion processes; and
- availability of a vacant job.

## **ATTACHMENT: GENERAL SERVICE OFFICER LEVEL 5 - PLANT OPERATOR**

- licensed operation of plant/machinery including:
  - Pneumatic Tyred Tractor
    - with power operated attachments in excess of 170 kW engine power
  - Crawler Tractor
    - with power operated attachments above class 6
  - Mobile Crane
    - with lifting capacity greater than 15 tonnes
  - Grader
    - power operated above 35 kW engine power
  - Pneumatic Tyred Loader
    - above 110 kW engine power
  - Crawler Loader
    - above class 6
  - Excavator
    - above 0.5 cubic metre (including Gradall)



**GENERIC WORK LEVEL DESCRIPTION**

**GENERAL SERVICE OFFICER LEVEL 6  
(BUILDING AND CONSTRUCTION)**

NOTE: Details for this level require further consideration

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 7 (BUILDING AND CONSTRUCTION)**

A person at this level:

- under administrative supervision, takes charge of and carries out maintenance and repair of overseas Commonwealth owned and/or leased buildings and residences together with associated services and equipment, and develops plans, schedules and cost preventive maintenance programs at a small post;
- exercises a high degree of initiative and judgement in solving day to day problems including:
  - staff training;
  - estimating and ordering;
  - work prioritising; and
  - oversighting records maintenance and preparation of minor reports.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: training requirements at each level are the subject of further consideration.

#### **Typical Duties**

Take charge of, and carry out as necessary, repairs and maintenance to buildings and residences associated vehicles, services and equipment using Australian based staff and locally engaged staff at small overseas posts and prepare, costs and implement preventive maintenance programs.

## **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for the stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- normal merit based promotion processes; and
- availability of a vacant job.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 8**

#### **(BUILDING AND CONSTRUCTION)**

##### **A person at this level:**

- under limited supervision, either individually or in a team environment, supervises a large group of trades and/or non trades staff in more than one field on a varied range of operational projects; OR

under general supervision inspects houses to determine repair and maintenance requirements, prepares estimates of associated costs and schedules the work; OR

under administrative supervision, takes charge of and carries out maintenance and repair of overseas Commonwealth owned and/or leased buildings and residences together with associated services and equipment; develops plans, schedules and costs preventive maintenance at a medium post or a small post with special problems;

- exercises a high degree of judgement, initiative and flexibility in solving complex trade related problems including:
  - co-ordination of resources;
  - oversight of training;
  - estimation of costs;
  - arranging recruitment;
  - oversight safety measures; and
  - review work methods and oversee quality control.

### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: training requirements at each level are the subject of further consideration.

## **Typical Duties**

Supervise trade and/or non trade staff employed on small scale civil engineering works such as construction and maintenance or earthworks, roads, bridges, airfields, pavements, drainage hydraulics, operation of sewerage treatment works.

Take charge of, and carry out repairs and maintenance to buildings, residences and associated services using Australian based staff and locally engaged staff at a medium sized overseas post or at a small post with special problems and prepare, costs and institute preventive maintenance programs for these posts.

## **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for the stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- normal merit based promotion processes; and
- availability of a vacant job.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 9 and 10**

#### **(BUILDING AND CONSTRUCTION)**

Work level descriptions for level 9 and 10 have not yet been developed for the Building and Construction stream.

Level 9 of the GSO classification stream comprises two sub grades. Personnel in the lower sub grade do not incrementally advance to the upper grade. Similarly personnel on pay points within level 10 do not incrementally advance within the level.

Personnel have been translated to appropriate levels on an interim basis pending further development of skill level descriptions, training needs and the potential for job redesign.

To determine the appropriate sub grade at which to classify a position in level 9 or paypoint in level 10, reference should be made to the former classifications and their translation into the GSO stream.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 1 (METALS)**

This level will apply to participants in the Australian Traineeship System. Arrangements for the GSO classification have not yet been determined.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 2**

#### **(METALS)**

#### **A person at this level:**

- works under direct supervision either individually or in a team environment;
- performs routine manual tasks and/or operates basic equipment requiring little or no previous training or experience;
- exercises minimal judgement in deciding how tasks are to be performed; and
- understands and undertakes basic quality control/assurance procedures including the ability to recognise basic quality deviations/faults.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

#### **Typical Duties**

- use selected hand tools and perform minor machine tool/equipment operations, eg basic soldering or butt and spot welds or cut scrap with oxy acetylene blow pipe.
- perform simple assembly and dismantling tasks on mechanical or electrical equipment, eg motor vehicles, mechanical plant.
- transport tools, materials and workpieces to and from the job.
- read instruments or gauges which require no adjustments or calculations for the operation.
- undertake minor repairs and routinely clean and service equipment or mechanical plant where such duties do not involve the use of trade skills.
- keep plant and working areas in a clean and tidy condition, including boiler cleaning.



- maintain simple records.
- assist in the provision of on the job training in conjunction with tradespersons and supervisor/trainees.

## **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 3**

#### **(METALS)**

#### **A person at this level:**

- works under general supervision either individually or in a team environment; guidance may be provided by basis plans, sketches and working drawings in conjunction with written or verbal instructions;
- performs a variety of manual tasks and/or operates plant, equipment and vehicles requiring more than a basic level of skill. A person will be responsible for the quality of their own work within supervision requirements;
- exercises judgement in deciding how tasks are to be performed; and
- exercises good communication and interpersonal skills where routine client liaison and supervisory responsibilities apply.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

#### **Typical Duties**

- operate machinery or equipment requiring more than a basic level of manual and/or operational skill, eg steam cleaning equipment including the use of chemical equipment, mobile equipment including forklifts, overhead cranes and winch operations.
- perform machine tool operations, such as those associated with:
  - navaid equipment; and
  - cleaning, treating, painting or polishing specialised equipment.

- assist trades' staff in more complex tasks, eg repair/modification of amphibians, replacement of faulty electrical components, testing and operation of electrical equipment and systems.
- prepare or process transaction documents and workshop records.
- dismantle, clean and reassemble various types of specialised equipment within the level of skill and training.
- assist in the provision of on the job training of staff in conjunction with tradespersons and supervisors of trainees.
- perform simpler installation, maintenance and/or repair of electrical equipment and wiring.
- take accurate measurements.

### **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 4 (METALS)**

#### **A person at this level:**

- works under general supervision, either individually or in a team environment performing a variety of tasks requiring knowledge of standardised practices and procedures for the work area and requiring skills obtained through considerable training and experience; OR

provides routine assistance to technical and/or professional staff requiring a limited level of technical knowledge and skill;

- exercises judgement in deciding how tasks are to be performed, basic engineering and fault finding skills and be reasonable for assuring the quality of their own work; and
- exercises good communication and interpersonal skills.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

#### **Typical Duties**

- use precision measuring instruments to carry out work, eg make up ordinance charges, fuse shells.
- undertake machine setting, loading and operation.
- basic engineering and fault finding.
- assist with preparing and refurbishing dies, eg coinage dies.
- exercise intermediate key board skills.

- take charge of working parties engaged in specific tasks, eg setting up work areas.
- perform basic quality checks on the work of others.

### **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 5 (METALS)**

#### **A person at this level:**

- works under general supervision either individually or in a team environment, performing trade work or work requiring an equivalent level of skills and knowledge;
- exercises independent judgement in deciding how tasks are to be performed and has authority to adapt work methods in dealing with non standard problems;
- applies quality control techniques to their work and the work of other staff; and
- exercises good communication and interpersonal skills.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

#### **Typical Duties**

- exercises the skills and knowledge within the scope of the trade.
- understand and apply computer techniques as they relate to the operation of the work area, eg diagnostic, job records, work plans.
- operate lifting equipment incidental to their work.
- operate, set up and adjust production machinery in a plant including production process welding to the extent of training.
- perform a range of engineering maintenance functions including:
  - removing equipment fastenings which may involve use of destructive cutting equipment;

- lubrication of production equipment; and
- running adjustments to production equipment.
- perform non trade tasks incidental to their work.
- inspect products and/or materials for conformity with established operational standards.
- perform/work which while primarily involving the skills of the person's trade is incidental or peripheral to the primary task and facilitates the completion of the whole task. Such incidental or peripheral work would not require additional formal technical training.
- perform basic production scheduling and materials handling within the scope of the production process or directly related functions within raw materials/finished goods locations in conjunction with technicians.

## **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 6 (METALS)**

#### **A person at this level:**

- works under general supervision either individually or in a team environment, performs trade work requiring a higher level of trade skills;
- exercises initiative and judgement above that undertaken at the general trade level; and
- understands and implements quality control techniques.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

#### **Typical Duties**

manufacture printed circuit boards, anodised engraved and metal etched products using photographic, electroplating processes and soldering reflow equipment, NC drilling machines and optical inspection equipment.

- make and repair jigs, fixtures, tools and dies including input to the design process.
- manufacture research test equipment, test rigs and specimens to given designs using computer aided and general purpose machine tools, and hand finishing techniques, ensuring compliance with the required tolerances.
- prepare reports and/or other documentation on matters related to functions.

#### **Training**

Advancement to a higher level will be subject to:



- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 7**

#### **(METALS)**

#### **A person at this level:**

- under limited supervision, either individually or in a team environment performs special class trade work, employing an independent approach and initiative. These tasks may encompass the provision of trade and equivalent level guidance and assistance to other members of a work team; OR  
  
under administrative supervision, takes charge of non trade staff engaged in a wide range of activities or a group of trade staff which may also include non trade staff responsible for a range of functions within the metals work stream including: implementation of quality control, training and/or teaching, staff recruitment, some estimation of costs, preparation of orders, and setting of and review of procedures.
- in a supervisory role could be expected to exercise a high degree of initiative and judgement in solving day to day problems including:
  - staff training and/or teaching;
  - work prioritising;
  - oversighting records maintenance and preparation of minor reports; and
  - some estimating and ordering;

OR, as a special class tradesperson makes recommendations and/or implement alternative methods of approach to operational problems.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

## **Typical Duties**

- undertake work on machinery or equipment which utilises complex electrical/electronic circuitry and controls.
- work on instruments which make up a complex control system which utilises some combination of electrical electronic, mechanical or fluid power principles.
- perform work on machines or equipment which utilise complex mechanical, hydraulic and/or pneumatic circuitry which controls or a combination thereof.
- installs, repairs and maintains, tests modifies, commissions and/or fault finds on complex machinery and equipment which utilise hydraulic and/or pneumatic principles and in the course of such work, is required to read and understand hydraulic and pneumatic circuitry which controls fluid power systems.
- works on complex or intricate circuitry which involves examining, diagnosing and modifying systems comprising interconnected circuits.
- apply advanced computer numerical control techniques in machining or cutting or welding or fabrication.
- perform CAD/CAM operations to intermediate level in the performance of routine modifications to programs.
- exercises high precision trade skills using various materials and/or specialised techniques.
- allocate work to trade or production staff and give associated guidance and instructions, eg civil aviation mechanical work, motor vehicle testing. This would include the following:
  - prepare reports on work programs and estimates; and
  - arrange the acquisition of equipment.

## **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 8 (METALS)**

#### **A person at this level:**

- as an advanced engineering tradesperson under limited supervision, performs work beyond the special class tradesperson involving intricate systems and designs: OR
- works under limited supervision, either individually or in a team environment supervising a large group of trades and/or non trades staff which may be in more than one field.
- in a supervisory role would be expected to exercise a high degree of initiative, judgement and flexibility in solving complex trade related problems including:
  - co-ordination of resources;
  - oversight of training;
  - estimation of costs;
  - arranging recruitment;
  - oversight safety measures; and
  - review work methods and oversee quality control.

OR, as an advanced engineering tradesperson make recommendations and/or implement alternative methods of approach to complex operational problems using a high level of initiative.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

#### **Typical Duties**

- supervise and control the day to day operations of a facility including a sheet-metal and machining shop, assuming responsibility for:

- determining priorities for jobs on the work program and resource requirements to implement the work program;
  - preparing estimates for work done both internally and externally and monitor program expenditure;
  - preparing requirements for tools, materials and equipment required;
  - ensuring that machine tools and hand tools are maintained in a serviceable condition; and
  - supervising “on the job” training of junior staff.
- work on combinations of machines or equipment which utilises complex electronic, mechanical and fluid power principles.
  - working on instruments which make up a complex control system which utilise some combination of electrical, electronic, mechanical, fluid power principles and electronic circuitry containing complex analogue and/or digital control systems utilising integrated circuitry.
  - work on various forms of machinery and equipment which are electronically controlled by complex digital and/or analogue control systems using integrated circuitry.
  - apply computer integrated manufacturing techniques involving a higher level of computer operating and programming skills than for Level 7.
  - provide trade guidance and assistance as part of a work team.
  - prepare reports of a technical nature on specific tasks or assignments as directed.

## **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 9 and 10**

#### **(METALS)**

Work level descriptions for level 9 and 10 have not yet been developed for the Metals stream.

Level 9 of the GSO classification stream comprises two sub grades. Personnel in the lower sub grade do not incrementally advance to the upper grade. Similarly personnel on pay points within level 10 do not incrementally advance within the level.

Personnel have been translated to appropriate levels on an interim basis pending further development of skill level descriptions, training needs and the potential for job redesign.

To determine the appropriate sub grade at which to classify a position in level 9 or paypoint in level 10, reference should be made to the former classifications and their translation into the GSO stream.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 1**

#### **(STORES)**

This level will apply to participants in the Australian Traineeship System. Arrangements for the GSO classification have not yet been determined.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 2 (STORES)**

#### **A person at this level:**

- works under direct supervision either individually or in a team environment;
- performs routine manual tasks and/or operates basic equipment requiring little or no previous training or experience; and
- exercises minimal judgement in deciding how tasks are to be performed.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements for this level are the subject of further consideration.

#### **Typical Duties**

- operate basic machinery/equipment eg pedestrian operated forklifts, automatic strapping machines, gluing machines.
- perform routine packing duties, eg assemble, pack and strap cartons, affix labels.
- undertake labouring tasks associated with the receipt, transfer and stacking of stores.
- maintain work area in a clean and safe condition.

#### **Training**

Advancement to a higher level will be subject to:



Part D: Schedules and Appendices  
Structures Classification Standards  
**Schedule 2 – General Service Officers**

- satisfactory completion to training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 3 (STORES)**

A person at this level:

- works either individually or in a team environment under general supervision;
- performs a variety of manual tasks and/or operates vehicle/equipment requiring more than a basic level of skill;
- exercises judgement in deciding how tasks are to be performed; and
- exercises basic communication and interpersonal skills.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements for this level are the subject of further consideration.

#### **Typical Duties**

- identify stores received, check against receipt documentation and acquit - referring complicated cases and discrepancies to a higher authority.
- licensed operation of materials handling equipment eg forklift.
- place stores in stock, mark where necessary and stow in appropriate location.
- perform tasks associated with stores issues eg identify and select stores, issue stores within guidelines and ensure correct authorisation.
- package stores for despatch, including those with special requirements.
- enter storehouse records either manually or requiring basic VDU operation.

## **Training**

Advancement to a higher level will be subject to:

- satisfactory completion to training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 4 (STORES)**

#### **A person at this level:**

- works under general supervision, either individually or in a team environment performing a variety of tasks requiring knowledge of warehousing/stores practices and procedures and requiring skills obtained through considerable training and experience; OR
- under limited supervision, supervises staff engaged on a variety of routine manual tasks. Supervision will include the assignment and quality control of work;
- exercises judgement in deciding how tasks are to be performed; and
- exercises good communication and interpersonal skills.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements for this level are the subject of further consideration.

#### **Typical Duties**

- receive, check and acquit stores; resolve basic discrepancies where possible and refer others to the supervisor.
- prepare or process stores documents and maintain major storehouse records.
- operate a VDU for the input and retrieval of stores information.
- oversee packing, marking and stowage of stores.
- ensure proper custody of stores eg stock check of quantities, check for deterioration of stores or expiry of shelf life.

- participate in stocktaking by locating, identifying, counting and relocating stores, as directed.
- provide guidance to staff on occupational health and safety requirements.
- assist in the training of staff.

### **Training**

Advancement to a higher level will be subject to:

- satisfactory completion to training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 1 (TRANSPORT)**

This level will apply to participants in the Australian Traineeship System. Arrangements for the GSO classification have not yet been determined.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 2 (TRANSPORT)**

#### **A person at this level:**

- works under direct supervision either individually or in a team environment;
- performs routine manual tasks and/or operates basic equipment requiring little or no previous training or experience; and
- exercises minimal judgement in deciding how tasks are to be performed.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements for this level are the subject of further consideration.

#### **Typical Duties**

- operate basic machinery/equipment eg:
  - drive a tow motor and trailer to transport items, plant and equipment between various locations within a depot;
  - operate air driven equipment to refit tyres and tubes for vehicles and plant; and
  - use manually powered mechanical aids eg trolleys, jacks.
- read instruments or gauges which require no adjustment or calculation for their operation.
- operate a two way radio.
- clean vehicles and operate petrol bowsers.
- maintain simple records.

- maintain work area in a clean and safe condition.
- perform general labouring duties.

### **Training**

Advancement to a higher level will be subject to:

- satisfactory completion to training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.



## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 3 (TRANSPORT)**

#### **A person at this level:**

- works either individually or in a team environment under general supervision;
- performs a variety of manual tasks and/or operates vehicles/equipment requiring more than a basic level of skill;
- exercises judgement in deciding how tasks are to be performed;
- exercises basic communication and interpersonal skills; and
- may take charge of Level 2 staff.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements for this level are the subject of further consideration.

#### **Typical Duties**

licensed operation of vehicles/machinery eg:

- drive vehicles to transport passengers (less than 25 persons) and/or deliver messages;
- drive a rigid vehicle with a carrying capacity less than 6 tonnes; and
- operate a forklift.
- perform minor servicing of vehicles and equipment eg maintain vehicle oil and coolant levels.
- maintain worksheets and logbooks detailing vehicle movements.
- stow and secure loads.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 4 (TRANSPORT)**

#### **A person at this level:**

- operates vehicles requiring skills obtained through considerable training and experience;
- exercises judgement in deciding how tasks are to be performed; and
- exercises good communication and interpersonal skills.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements for this level are the subject of further consideration.

#### **Typical Duties**

- licensed operation of vehicles/machinery eg:
  - operate buses to transport departmental staff (greater than or equal to 25 persons);
  - drive a rigid vehicle with a carrying capacity less than 6 tonnes and over; and
  - drive an articulated goods carrying vehicle with three axles.
- undertake servicing and minor repairs of vehicles and equipment.

#### **Training**

Advancement to a higher level will be subject to:

- satisfactory completion to training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;

- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 5 (TRANSPORT)**

#### **A person at this level:**

- under general supervision, operates vehicles/equipment requiring a high level of operational skills; OR  
  
under general supervision, operates heavy public transit vehicles ensuring safe carriage of members of the public;
- exercises independent judgement in deciding how tasks are to be performed and have authority to adapt work methods in dealing with non standard problems;
- applies quality control techniques to their work and the work of other staff; and
- exercises good communication and interpersonal skills.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements for this level are the subject of further consideration.

#### **Typical Duties**

- licensed operation of vehicles/machinery requiring a high level of operational skill, eg:
  - operate a heavy rigid bus to transport passengers over public transit routes, in accordance with specific timetables;
  - drive vehicles, with a compactor capacity of 19.3 cm, to remove trade waste;
  - drive an articulated good carrying vehicle with more than three axles.
- receive money for fares; and

- provide route information to the public .

### **Training**

Advancement to a higher level will be subject to:

- satisfactory completion to training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 6**

#### **(TRANSPORT)**

##### **A person at this level:**

- under limited supervision, operates articulated public transit vehicles ensuring safe carriage of members of the public;
- applies quality control techniques to their work and the work of others; and
- exercises good communication and interpersonal skills.

##### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements for this level are the subject of further consideration.

##### **Typical Duties**

- licensed operation of vehicles/machinery eg:
  - operate an articulated bus to transport passengers over public transit routes, in accordance with specific timetables.

##### **Training**

Advancement to a higher level will be subject to:

- satisfactory completion to training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

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#### **GENERIC WORK LEVEL DESCRIPTION**

## **GENERAL SERVICE OFFICER LEVEL 7 (TRANSPORT)**

### **A person at this level:**

- under limited supervision instructs public transit trainees to prescribed driving and administration standards;
- could be expected to exercise a high degree of initiative and judgement in solving day to day problems; and
- exercises good communication and interpersonal skills.

### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements for this level are the subject of further consideration.

A Bus Driving Instructor will require an appropriate testing licence to enable assessment of the practical driving skills of trainees.

### **Typical Duties**

- instruct public transit trainees to prescribed licence standards which includes:
  - organise training courses and assist in the preparation of material;
  - plan and conduct classroom training in the theory and application of bus driving skills and procedures; and
  - assess suitability of trainees for acquisition of relevant licence.

### **Training**

Advancement to a higher level will be subject to:

- satisfactory completion to training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;

- the normal merit based promotion processes; and
- a vacant job being available.

### **Training**

Advancement to a higher level will be subject to:

- satisfactory completion to training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.



## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 8**

#### **(TRANSPORT)**

##### **A person at this level:**

- under administrative supervision controls a group of staff involved in the theoretical and technical instruction of public transit trainees;
- exercises a high degree of initiative, judgement and flexibility in managing a training program and is capable of the interpretation and application of regulations, guidelines and procedures; and
- possesses sound management, communication and liaison skills.

##### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements for this level are the subject of further consideration.

An appropriate testing licence to enable assessment of the practical driving skills of trainees.

##### **Typical Duties**

- control and co-ordinate staff.
- in association with staff development/training areas, prepare courses in the theory and application of bus driving skills and procedures.
- organise training for instructors.
- monitor training developments, in particular within urban transit networks.
- prepare associated reports and perform related administrative tasks eg arrange vehicles/facilities, assess training needs, provide counselling.
- participate in classroom instruction.

## **Training**

- Advancement to a higher level will be subject to:
- satisfactory completion to training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

Note: There are no positions beyond Level 8 in the GSO Transport stream at this stage. If the need for these positions arise, the matter should be referred to the Employment Policy Branch, Department of Public Administration.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 1**

#### **(MISCELLANEOUS)**

This level will apply to participants in the Australian Traineeship System. Arrangements for the GSO classification have not yet been determined.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 2**

#### **(MISCELLANEOUS)**

#### **A person at this level:**

- works under direct supervision either individually or in a team environment;
- performs routine manual tasks and/or operates basic equipment requiring little or no previous training or experience; and
- exercises minimal judgement in deciding how tasks are to be performed.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

#### **Typical Duties**

- carry out routine labouring tasks, for example digging, weeding, planting seedlings, sowing lawns, assisting in the movement of furniture and machines;
- operate and maintain basic mechanical equipment such as grass cutting equipment and rotary hoes;
- perform routine cleaning functions;
- provide a tea beverage service; and
- prepare, process and package food commodities.

## **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 3**

#### **(MISCELLANEOUS)**

#### **A person at this level:**

- works either individually or in a team environment under general supervision;
- performs a variety of manual tasks and/or operates plant, equipment and vehicles requiring more than a basic level of skill;
- exercises judgement in deciding how tasks are to be performed;
- exercises good communication and interpersonal skills where routine client liaison applies; and
- may take charge of Level 2 staff.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

#### **Typical Duties**

- carry out tasks such as propagating and budding plants and assist with the maintenance of glasshouse collections;
- operate vehicles and machinery, for example a tractor with attachments to perform tasks such as mowing and clearing fire breaks;
- maintain equipment and undertake minor repairs including the replacement of damaged mower blades and base plates;
- carry out minor repairs and maintenance to buildings and grounds, including:

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- minor repairs to boundary fences;
- erection of plaques and maintenance to monument walls; and
- maintenance of basic lightstation facilities.
  
- patrol and watch premises and sites to guard them against theft and fire;
- prepare basic written reports, for example security incident reports; and
- monitor and/or enter text and data into a computer using basic keyboard skills.

## **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.



## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 4 (MISCELLANEOUS)**

#### **A person at this level:**

- works under general supervision, either individually or in a team environment performing a variety of tasks requiring knowledge of standardised practices and procedures for the work area and requiring skills obtained through considerable training and experience; OR  
  
under limited supervision, supervises staff engaged on a variety of routine manual tasks. Supervision will include the assignment and quality control of work.
- exercises judgement in deciding how tasks are to be performed.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

#### **Typical Duties**

- carry out specialised tasks such as identifying less common plant pests and diseases, assist with the development of and implement appropriate watering and fertilising programs;
- plan and allocate the use of defence range facilities in accordance with approved applications and priorities;
- supervise and direct the daily operations of cleaning staff across a range of facilities; control the issue of materials and equipment and assist with the general planning and organisation of work;
- supervise and perform work associated with the operation of a lightstation including the minor maintenance of plant, equipment and buildings;

- analyse and enter data into a computer system.

### **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 5 (MISCELLANEOUS)**

#### **A person at this level:**

- works under general supervision either individually or in a team environment, performing trade work or work requiring an equivalent level of skills and knowledge;  
OR  
under limited supervision, supervises a large number of staff engaged on a variety of routine manual tasks; or a number of work teams; OR  
under limited supervision, inspect and report on the performance of contractors;
- exercises independent judgement in deciding how tasks are to be performed and have authority to adapt work methods in dealing with non standard problems;
- applies quality control techniques to their work and the work of other staff; and
- exercises good communication and interpersonal skills.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

#### **Typical Duties**

- carry out gardening tasks at the trades level, such as, propagate, cultivate and monitor the development of Australian native and exotic flora, conduct tree surgery, develop and implement appropriate water, fertiliser and renovation programs for turf shrubs and trees; and

- supervise and control a large number of cleaning staff operating within a district; plan and specify the work to be done and allocate resources accordingly, assess material and equipment requirements;
- supervise and perform work on the day to day maintenance and upkeep of aerodromes including landing areas, runways, pavements and roads;
- inspect and report on the performance of cleaning and maintenance contractors to ensure compliance with contract conditions, make recommendations to vary standards and guidelines to satisfy client requirements; and
- understand and apply computer techniques as they relate to the operation of the work area;

### **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 6**

#### **(MISCELLANEOUS)**

#### **A person at this level:**

- under limited supervision, supervises, plans and co-ordinates the work of small work teams or controls the operations of an organisational element of a program which undertakes predominantly a variety of manual tasks; OR
- under limited supervision, supervises inspectors reporting on the performance of contractors.
- a person in a supervisory role at this level could be expected to exercise initiative and judgement in solving day to day operational problems including:
  - estimating and ordering;
  - work prioritising;
  - staffing control and training; and
  - maintenance of records and basic reporting.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

#### **Typical Duties**

- follow up deficiencies reported by inspectors on the performance of cleaning contractors including recommendations relevant to the termination of contracts: arrange inspection of buildings for prospective tenders and advise on special features or problems;
- supervise and train staff engaged on the maintenance and upkeep of building and landing areas, runways, pavements, fences, drains and associated services at airports with particular maintenance difficulties; and

- assist in the determination of the airports works program, determine the job priorities and the composition of the maintenance units required for specific tasks.

### **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 7**

#### **(MISCELLANEOUS)**

#### **A person at this level:**

- under administrative supervision, supervises an occupational group of trade and/or non trades staff engaged in a wide range of activities normally within a work stream and is responsible for a range of functions including: implementation of quality control, training and/or teaching, staff recruitment, estimation of costs, preparation of orders, and setting of and review of procedures;
- exercises a high degree of initiative and judgement in solving day to day problems including:
  - staff training and/or teaching;
  - estimating and ordering;
  - work prioritising; and
  - overseeing records maintenance and preparation of minor reports.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

#### **Typical Duties**

- plan and supervise the day to day operations of gardening and maintenance functions including:
  - allocate work to staff and give associated guidance and instruction;
  - carry out quality control to ensure work is being performed efficiently and in accordance with instructions and procedures;
  - arrange the acquisition of equipment and supervise its maintenance;
  - assist in developing forward work programs and estimates of expenditure;
  - prepare detailed reports on work program progress.

## **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.



## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 8 (MISCELLANEOUS)**

#### **A person at this level:**

under limited supervision, either individually or in a team environment, supervises a large group of trades and/or non trades staff in more than one field employed on a varied range of more complex operational equipment or projects; OR

under administrative supervision, exercises direct and indirect control over a large group of staff, including subordinate supervisors, undertaking a varied range of work within or across a stream.

- a person at this level in a supervisory role would be expected to exercise a high degree of initiative, judgement and flexibility in solving complex trade related problems including:
  - co-ordination of resources;
  - oversight of training;
  - estimation of costs;
  - arranging recruitment;
  - oversight safety measures; and
  - review work methods and oversee quality control.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

#### **Typical Duties**

- control a large number of staff comprising supervised work teams engaged in gardening and related tasks including:
  - determine priorities for jobs on the work program;

- determine resource requirements to implement the work program;
- provide technical guidance as necessary;
- play an active role in training for the work teams;
- monitor program expenditure; and
- research, prepare and present complex reports.

## **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

**Note: There are no positions beyond Level 9 in the Miscellaneous stream at this stage. If the need for these positions arise, the matter should be referred to the Employment Policy Branch, Department of Public Administration.**

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 1**

#### **HEALTH (SERVICES)**

This level will apply to participants in the Australian Traineeship System. Arrangements for the GSO classification have not yet been determined.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 2**

#### **HEALTH (SERVICES)**

A person at this level will perform a range of duties in the Food, Domestic and Linen Services, and/or provide basic assistance to professional, allied health professional, nursing and technical staff. They:

- work under direct supervision either individually or in a team environment using established routines, methods and procedures;
- perform a range of routine manual tasks and/or operate equipment which requires little or no previous training or experience; and
- exercise minimal judgement in deciding how tasks are to be performed.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

#### **Typical Duties**

Working in a multi-discipline health care environment, persons may, at this level, typically perform duties within a functional area (eg a ward or department) such as:

- assist nursing staff to provide patient hygiene, eg to shave, sponge, bath and lift patients and to make patients' beds;
- cleaning duties - eg perform light and heavy cleaning tasks, which includes cleaning, sweeping, vacuuming and polishing floors and high cleaning of windows and walls;
- assist in basic food preparation, serving and delivery of meals, preparation and serving of morning and afternoon teas;
- sterile and clean equipment/utensils used in the work area;

- collect and dispose of all refuse within an Institution (wet, dry, contaminated and classified);
- issue, collect, and deliver rations, stores, equipment and utensils; assist in the maintenance of stock and equipment;
- porter/trolley patients and/or provide a messenger service, which may include operating a two-way communication system;
- perform fire control duties;
- operate a lift and give directions to patients, visitors and staff;
- perform a range of routine gardening functions eg digging, weeding, planting seedlings, sowing/mowing lawns;
- operate flexibly on a wide range of basic tools, equipment and/or machinery on which training has been provided;
- sew, repair clothing/linen. Sew new articles, fit, alter or repair uniforms;
- perform a range of tasks associated with linen services eg sorting soiled linen, loading/unloading/cleaning machines, folding/stacking cleaned linen, inspecting/preparing linen for despatch, collecting/distributing linen throughout the institution and other areas;
- undertake laundering/ironing/repair of patient's personal clothing;
- assist trades persons by performing routine, basic manual tasks;
- perform routine packing duties eg assemble, pack and strap cartons, affix labels;
- undertake labouring tasks associated with the receipt, transfer and packing of stores, maintain work area in a clean and safe condition; and
- undertake routine maintenance on equipment operated.

## **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;

- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 3**

#### **HEALTH (SERVICES)**

A person at this level will perform a range of duties in the Food, Domestic and Linen Services, and/or provide basic assistance to professional, allied health professional, nursing and technical staff. They:

- work either individually or in a team environment under general supervision;
- perform a variety of manual tasks and/or operates plant, equipment and vehicles requiring more than a basic level of skill;
- exercise judgement in deciding how tasks are to be performed;
- exercise good communication and interpersonal skills where routine client liaison and supervisory responsibilities apply; and
- may be expected to oversight the work of subordinates.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

#### **Typical Duties**

Working in a multi-discipline health care environment, persons may, at this level, typically perform duties within a functional area (eg a ward or department) such as:

- specialised cleaning duties eg sterilisation of equipment and specialised cleaning in operating theatres and other sensitive areas; night cleaning, including security during and after cleaning;
- assist professional, allied health professional, nursing and technical staff by performing tasks requiring knowledge of functions within a specific field or discipline eg preparation of bodies for post-mortem examination and reconstruction of bodies

at the conclusion of post-mortem examination; assist in the movement, lifting and positioning of patients in operating theatres; assist in the movement of patients to and from theatre recovery area;

- provide advice to staff engaged in the preparation of therapeutic/modified diet food;



- oversight an aspect of a support unit eg the serving or delivery of meals, towmotor services, sewing services, linen services, cleaning and provisioning of staff quarters;
- provide security services within the precincts of an institution;
- operate vehicles, machinery or equipment requiring more than a basic level of skill eg vehicles under 2 tonne, forklift, tractor with power attachments;
- undertake more complex tasks associated with the care and maintenance of grounds and gardens; supervise/provide advice to staff undertaking routine gardening tasks; and
- perform a range of tasks associated with stores eg issue stores, materials, and equipment and process related documentation, identify stores received, check against receipt documentation and acquit - referring complicated cases and discrepancies to higher authority; licensed operation of materials handling equipment eg forklift.

## **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 4**

#### **HEALTH (SERVICES)**

A person at this level will perform a range of duties in the Food, Domestic and Linen Services, and/or provide basic assistance to professional, allied health professional, nursing and technical staff. They:

- work under general supervision, either individually or in a team environment, performing a variety of tasks which require knowledge of standards, practices and procedures and skills obtained through considerable training and experience; OR  
  
perform tasks requiring a limited level of technical or specialised knowledge or skill;  
OR  
  
operate vehicles/plant requiring skills obtained through considerable training and experience; OR  
  
under limited supervision, supervises staff engaged on a variety of tasks. Supervision will include the assignment and quality control of work.
- exercise judgement in deciding how tasks are to be performed; and
- exercise good communication and interpersonal skills.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

#### **Typical Duties**

Working in a multi-discipline health care environment, persons may, at this level, typically perform duties within a functional area (eg a ward or department) or specific tasks within a special department of a laboratory such as:

- supervise staff performing a wide range of tasks and activities associated with food and linen services, hygiene maintenance, portorage, security and grounds maintenance.
- assist professional, allied health professional, nursing and technical staff by performing tasks requiring knowledge of functions within a specific field or discipline eg various tests to confirm consistency with predetermined guidelines; prepare biological reagents and stains; prepare specimens for microscopic examination; assist in setting up, dismantling and cleaning laboratory equipment and environs; preparation of bodies for post-mortem examination and reconstruction of bodies at the conclusion of post-mortem examinations;
- maintain hygiene of rooms, equipment and instruments through application of cleaning protocols;
- prepare and supervise towmotor delivery programs, including delivery of meals and stores;
- supervise all aspects of grounds and gardens maintenance within the precincts of an Institution; and
- receive, check and acquit stores; resolve basic discrepancies where possible and refer others to the supervisor. Prepare or process stores documents and maintain records; oversee packing, marking and stowage of stores; ensure proper custody of stores eg stock check of quantities, expiry of shelf life.

## **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 5**

#### **HEALTH (SERVICES)**

A person at this level will perform a range of duties in the Food, Domestic and Linen Services, or provide basic assistance to professional, nursing and technical staff. They:

- work under general supervision either individually or in a team environment, performing trade work or work which requires an equivalent level of skills and knowledge; OR  
  
under limited supervision, supervises a large number of staff engaged on a variety of manual tasks/activities or a number of work teams;
- exercise independent judgement in deciding how tasks are to be performed and have authority to adapt work methods in dealing with non standard problems;
- apply quality control techniques to their work and work of other staff; and
- exercise good communication and interpersonal skills.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

#### **Typical Duties**

Working in a multi-discipline health care environment, persons may, at this level, typically perform duties related to a specific trade or supervision of a functional stream, such as:

- supervise a function within food, domestic or transport services eg a number of staff engaged in the preparation and distribution of food or a large number of staff providing hygiene services;
- perform trade work or work requiring an equivalent level of skills, and knowledge eg cook, butcher, motor mechanic, plumber, painter;

- prepare, cook and serve foodstuffs. Requisition, issue and control cooking ingredients and materials; and
- responsibility for a specialised area of the sterile supply service.

### **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 6**

#### **HEALTH (SERVICES)**

**A person at this level working under limited supervision will:**

- supervise, plan and co-ordinate the work of small work teams or control the operations of an organisational element of a program which undertakes predominantly a variety of manual tasks;
- exercises initiative and judgement in solving day to day problems including:
  - co-ordination of resources;
  - work prioritising;
  - staffing control and training;
  - maintenance of records and basic reporting; and
  - application of quality standards, occupational health/safety and equal opportunity programs to work areas.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

#### **Typical Duties**

Working in a multi-discipline health care environment, persons may, at this level, typically perform duties related to a specific trade or supervision of a specific field, such as:

- supervise/oversee staff performing a variety of activities eg within a transport pool comprising vehicles and complex machinery/equipment; within a stores depot, responsible for the receipt, custody, issue or survey of stock, including documentation, recording, checking and monitoring shelf stock: in food or hygiene services, a large number of staff engaged in the preparation/serving/distribution of food or provision of cleaning services;
- organise and co-ordinate the activities of staff employed in the kitchen or an institution; and

- assist in the management of a medium light refreshment service/hot meal service.

### **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 7**

#### **HEALTH (SERVICES)**

##### **A person at this level:**

- under administrative supervision, takes charge of an occupational group of staff engaged in a wide range of activities normally within a work stream and is responsible for a range of functions including: implementation of quality control, training and/or teaching, staff recruitment, estimation of costs, preparation of orders, and setting of and review of procedures; and
- exercises a high degree of initiative and judgement in solving day to day problems including:
  - co-ordination of resources;
  - staff training and/or teaching;
  - work prioritising;
  - oversighting safety measures;
  - estimating and ordering; and
  - oversighting records maintenance and preparation of minor reports.

##### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

##### **Typical Duties**

Working in a multi-discipline health care environment:

- manage all aspects of a medium size central linen service which undertakes laundry processing, theatre linen packing, linen collection/distribution, repair and maintenance of linen and uniforms;



- supervise a large number of staff preparing, cooking and serving food, including oversight of methods, safety procedures training and lower level supervisors; and
- supervise/co-ordinate the activities of a large number of staff providing a total hygiene service within a hospital.

### **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 8**

#### **HEALTH (SERVICES)**

##### **A person at this level:**

- under administrative supervision exercises direct and indirect control over a large group of staff, including subordinate supervisors, undertaking a varied range of work; and
- exercises a high degree of initiative, judgement and flexibility in solving complex problems including:
  - co-ordination of resources;
  - oversight of training;
  - estimation of costs;
  - arranging recruitment;
  - overseeing safety measures; and
  - review work methods and oversee quality control.

##### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

##### **Typical Duties**

Working in a multi-discipline health care environment:

- manage all aspects of a large central linen service which undertakes laundry processing, theatre linen packing, linen collection/distribution, repair and maintenance of linen and uniforms; or
- supervise/co-ordinate the activities of a large number of staff providing a total transport service; or

- manage the operations of a medium food service or assist in the management of a large food service.

### **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **GENERAL SERVICE OFFICER LEVEL 9**

#### **HEALTH (SERVICES)**

##### **A person at this level:**

- under administrative supervision controls a major food service operation including a large number of trades, non trades and/or associated staff; and
- exercises a high degree of initiative, judgement and leadership in solving complex operational problems.

##### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements at each level are the subject of further consideration.

##### **Typical Duties**

###### **Lower sub-grade**

Working in a multi-discipline health care environment, the person at this level will manage the operations of a large Food Service which includes:

- co-ordination and exercising overall control of a large hot meal service within an Institution;
- administrative responsibility for budgeting and resource allocation, estimating staffing, food, equipment and maintenance requirements; arranging and/or advising on tenders and contracts for stock, equipment and maintenance;
- overseeing/reviewing standards, methods and operating procedures and as required, modifying procedures and standards;
- supervising, rostering, interviewing/selecting and training of staff;

- quality control measures and maintenance of hygiene; and
- liaison with senior administrators, professional and allied health professional staff on matters related to the food services.

### **Upper sub-grade**

Typical duties are similar to those for the lower sub-grade, but in relation to a very large food service operation.

### **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

**Note: There are no positions beyond Level 9 in the GSO Health stream at this stage. If the need for these positions arise, the matter should be referred to the Employment Policy Branch, Department of Public Administration.**

## **GENERIC WORK LEVEL DESCRIPTION**

### **STORES SUPERVISOR**

#### **A person at this level:**

- under general direction, is responsible in a stores depot for first line supervision of a group of staff or a number of small groups (eg receipts in a large depot or receipts and despatch in a smaller depot) or is in charge of a large sectional store or a number of small sectional stores: OR  
  
under general direction, is in charge of an isolated or detached sectional store which is responsible for aspects of provisioning, replenishment and/or local procurement;
- possesses wide knowledge of specific types of storage methods, storage aids and mechanical handling equipment; and
- exercises good communication, liaison and interpersonal skills.

A person may operate individually or may be required to supervise a small number of staff.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: requirements for this level are the subject of further consideration.

#### **Typical Duties**

- plan and co-ordinate allocation of staff and workloads;
- ensure that relevant stores operating and safety procedures are implemented;
- undertake planning of available storage space to accommodate future receipts;
- investigate and report on more complex discrepancies;
- initiate prompt action in cases of transit loss or damage;
- perform or oversee spot checks and stocktakes;

- assist in the implementation of Occupational Health and Safety practices and procedures;
- train subordinate staff on the job;
- supervise office removals; and
- perform associated stores clerical and ADP work eg: initiate loss/damage and accident reports; maintain worksheets and record work output records.

### **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **SENIOR STORES SUPERVISOR GRADE 1**

#### **A person at this level:**

- under general direction, is responsible for the control of the complete storekeeping function of a stores depot where the managerial responsibilities in terms of the nature of the activities and the number and type of staff controlled are of limited complexity, but greater than that of a Stores Supervisor; OR  
  
under general direction, is responsible for the control of a number of groups of staff as part of a stores depot, but is under the control of a higher grade of stores supervisor; OR  
  
under general direction, is responsible for the control of a number of independent sectional stores;
- applies a high level of judgement and initiative to resolve day to day difficulties within their area of responsibility; and
- possesses an extensive knowledge of warehouse/stores practices and procedures.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: training requirements at each level are the subject of further consideration.

#### **Typical Duties**

- perform, to the extent that is appropriate to this level, any of the duties listed for the Senior Stores Supervisor Grade 3.

#### **Training**

Advancement to a higher level will be subject to:



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- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **SENIOR STORES SUPERVISOR GRADE 2**

#### **A person at this level:**

- under general direction, is responsible for the control of the complete storekeeping function of a stores depot or stores organisational where the managerial responsibilities in terms of the nature of the activities and the number and type of staff controlled are complex; OR  
  
under general direction, is responsible for the control of a major division of a stores organisation which is under the control of a higher grade of stores supervisor;
- applies a high degree of judgement, initiative and flexibility to resolve matters relating to the allocated area of responsibility.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: training requirements at each level are the subject of further consideration.

#### **Typical Duties**

- perform, to the extent that is appropriate to this level, any of the duties listed for the Senior Stores Supervisor Grade 3.

#### **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.

## **GENERIC WORK LEVEL DESCRIPTION**

### **SENIOR STORES SUPERVISOR GRADE 3**

#### **A person at this level:**

- under limited direction, is responsible for the control of the complete storekeeping function of a stores depot or stores organisation where the managerial responsibility in terms of staff, nature and level of storeholdings and scale of activity is highly complex;
- exercises a high level of judgement, initiative and interpersonal skills to resolve a wide range of the more complex operational problems including:
  - allocate tasks, resources and targets;
  - ensure output standards are maintained;
  - monitor and report on cost effectiveness of stores activities;
  - participate in the setting of work standards and Occupational Health and Safety, and other requirements; and
  - review and recommend upon changes to work methods;
- interprets and applies standard policies, procedures and regulations; and
- possesses sound liaison and communication skills.

#### **Qualifications**

Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.

Note: training requirements at each level are the subject of further consideration.

#### **Typical Duties**

- co-ordinate allocation of staff, mechanical handling equipment and the use of contractors;
- ensure efficient and safe performance of storehouse activities by staff;
- liaise with managers/clients to monitor the effectiveness of stores services;

- liaise with suppliers concerning aspects of delivery and goods supplied incorrectly in terms of type, condition or quantity;
- assist management in determining the sitting, type, access, layout and equipment of new storehouses or modifications to existing depots;
- assist in planning alterations to stores layout and determining materials handling equipment requirements;
- review and update stores procedures;
- co-ordinate movement of large or complex consignments, including special packaging and transport arrangements;
- report to management the loss/damage of goods in transit and discrepancies;
- assist in the development and implementation of Occupational Health and Safety practices and procedures;
- assist in the planning and operation of auction sales and process related documents; and
- conduct or oversee on the job training.

## **Training**

Advancement to a higher level will be subject to:

- satisfactory completion of training/competency assessment developed for each stream in conjunction with the Australian Public Service Joint Training Council having regard to industry training bodies;
- the normal merit based promotion processes; and
- a vacant job being available.