

GUIDELINES FOR ESTABLISHING PROFESSIONAL STAFF SELECTION CRITERIA

	HEO2	HEO3	HEO4
Qualifications	<ul style="list-style-type: none"> • Completion of Year 11 or 12 or • Knowledge/training/experience relevant to duties to be performed 	<ul style="list-style-type: none"> • Certificate qualification or • Completion of Year 12 with relevant work experience or • A combination of relevant experience & education/training 	<ul style="list-style-type: none"> • Progress towards completion of Associate Diploma with relevant work-related experience or certificate level qualifications with post-certificate relevant work experience or • Completion of post-trades certificate or advanced certificate + extensive relevant experience or • Equivalent combination of relevant experience and/or education/training
Personal Abilities			
(a) Communication/ Interpersonal Skills	<ul style="list-style-type: none"> • Capacity to liaise with students/ teaching staff and visitors (personally/phone) 	<ul style="list-style-type: none"> • Effective oral & written communication skills (including cross-cultural skills) • Demonstrated ability to use discretion with confidential & sensitive information 	<ul style="list-style-type: none"> • Demonstrated oral & written communication skills (including cross-cultural skills) • Demonstrated ability to communicate and liaise with broad range of staff/students/public • Good interpersonal skills
(b) Organisational Skills	<ul style="list-style-type: none"> • Able to complete tasks within a set timeframe 	<ul style="list-style-type: none"> • Demonstrated ability to prioritise and meet deadlines • Demonstrated organisational skills • Attention to detail 	<ul style="list-style-type: none"> • Demonstrated ability to prioritise and meet deadlines • Good organisational skills • Attention to detail
Work Experience/ Knowledge	<ul style="list-style-type: none"> • Practical knowledge of and competency with tools/word processing/data entry • Ability to answer routine queries 	<ul style="list-style-type: none"> • Experience in dealing with student/academic queries • Basic book-keeping skills • Competent keyboard skills • Knowledge of databases/spreadsheets • Clerical/secretarial experience • Petty cash/reconciliation experience 	<ul style="list-style-type: none"> • Sound knowledge of equipment/methods/materials/ procedures applicable to work area • Well developed word processing skills & clerical experience
Supervision	<ul style="list-style-type: none"> • No supervisory responsibilities 	<ul style="list-style-type: none"> • Ability to provide training/guidance to other staff within own area 	<ul style="list-style-type: none"> • Demonstrated ability to supervise &/or provide training/guidance to staff in routine matters
Teamwork	<ul style="list-style-type: none"> • Ability to work in a busy team environment 	<ul style="list-style-type: none"> • Demonstrated ability to work effectively in a busy team environment 	<ul style="list-style-type: none"> • Demonstrated ability to work independently and as part of a team
Independence/Flexibility	<ul style="list-style-type: none"> • Flexibility to adapt to changes in work area • Demonstrated ability to perform straightforward tasks 	<ul style="list-style-type: none"> • Demonstrated flexibility to adapt to changes in the work area • Able to use initiative within work area 	<ul style="list-style-type: none"> • Demonstrated flexibility to changes in the work area • Demonstrated ability to use initiative within work area • Some problem solving skills

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	HEO5	HEO6
Qualifications	<ul style="list-style-type: none"> • Degree or • Associate Diploma with relevant work experience or • Post-trades certificate or advanced certificate + extensive relevant experience or • Equivalent combination of relevant experience &/or education &/or training 	<ul style="list-style-type: none"> • Degree with subsequent relevant experience or • Extensive experience and specialist expertise or broad knowledge in technical or administrative fields or • Equivalent combination of relevant experience &/or education/training
Personal Abilities		
(a) Communication/Interpersonal Skills	<ul style="list-style-type: none"> • Well-developed report writing skills • Effective oral/written communication skills • Sound/well-developed interpersonal skills 	<ul style="list-style-type: none"> • Well-developed report writing skills • Demonstrated ability to develop proposals • Excellent oral/written communication skills • Sound/well developed interpersonal skills
(b) Organisational Skills	<ul style="list-style-type: none"> • Good/well-developed organisational & administrative skills • Demonstrated ability to identify priorities and work to deadlines 	<ul style="list-style-type: none"> • Excellent organisational & administrative skills • Demonstrated ability to identify priorities and work to deadlines • Demonstrated time management skills
Work Experience/Knowledge	<ul style="list-style-type: none"> • Effective research skills • Data analysis skills • Knowledge of University's courses/structures • Knowledge of University's policies and procedures • Proficiency in work area's rules/regulations/procedures & techniques 	<ul style="list-style-type: none"> • Extensive research skills and experience • Demonstrated skills in statistical analysis • Knowledge of University's courses/structures • Knowledge of University's policies and procedures • Proficiency in work area's rules/regulations/procedures & techniques and in relation to University environment • Demonstrated ability to use computer based information sources
Supervision (Refer to Section 8.3 in the Guide)	<ul style="list-style-type: none"> • Demonstrated ability to supervise lower level staff, coordinate & prioritise work, monitor work flow & develop procedures 	<ul style="list-style-type: none"> • Demonstrated ability to supervise a team • Demonstrated ability to set priorities, monitor work flow
Team Work	<ul style="list-style-type: none"> • Demonstrated ability to work both independently and effectively as part of a team 	<ul style="list-style-type: none"> • Demonstrated ability to work both independently and effectively as part of a team
Independence/Flexibility	<ul style="list-style-type: none"> • Demonstrated ability to use initiative & work independently • Demonstrated ability to take initiative in problem-solving and exercising judgement 	<ul style="list-style-type: none"> • High level of initiative • Discretion to innovate within own function • High level diagnostic & data analysis skills

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	HEO7	HEO8
Qualifications	<ul style="list-style-type: none"> • Degree with subsequent relevant experience or • Extensive experience & management expertise or • Equivalent combination of relevant experience &/or education/training 	<ul style="list-style-type: none"> • Postgraduate qualifications or progress towards postgraduate qualifications & extensive relevant experience or • Degree qualification plus extensive experience & management expertise or • Equivalent combination of relevant experience &/or education/training
Personal Abilities		
(a) Communication/Interpersonal Skills	<ul style="list-style-type: none"> • Demonstrated ability to consult, coordinate & work effectively with wide variety of people • High level of verbal and interpersonal communication skills • Ability to interact/liaise effectively with staff/students • Excellent written skills 	<ul style="list-style-type: none"> • Highly developed written and oral communication skills • Cross-cultural sensitivity • Ability to liaise at all levels (members of University community, business & public) • Demonstrated interpersonal and negotiation skills
(b) Organisational Skills	<ul style="list-style-type: none"> • Demonstrated ability to compile/analyse data & prepare reports & submissions • Demonstrated ability to provide reports for high level internal/external bodies • High level administrative and organisational skills • Demonstrated ability to establish priorities and meet deadlines 	<ul style="list-style-type: none"> • Demonstrated ability to identify priorities & work to deadlines • High level of administrative skills
Work Experience/Knowledge	<ul style="list-style-type: none"> • Detailed knowledge of academic/administrative policies & significant experience in higher education administration • Knowledge of line structures • High level of theoretical/practical knowledge in design & production of..... • Demonstrated ability to collect, synthesise & interpret information 	<ul style="list-style-type: none"> • Substantial relevant experience in administration • Good appreciation of work area's program • Good knowledge and understanding of higher education sector • Extensive administrative experience, preferably in higher education sector • Experience with high level project work • Experience in planning & policy formulation
Supervision	<ul style="list-style-type: none"> • Demonstrated supervisory skills &/or training 	<ul style="list-style-type: none"> • Demonstrated ability to provide leadership to & manage team of staff • Demonstrated ability to work with limited/minimum supervision/direction
Team Work	<ul style="list-style-type: none"> • Proven demonstrated ability to work and contribute significantly as part of team 	<ul style="list-style-type: none"> • Proven demonstrated ability to work and contribute significantly as part of team
Independence/Flexibility	<ul style="list-style-type: none"> • Demonstrated ability to work under broad direction • Demonstrated personnel management skills & ability to develop strategies, procedures & work practices • Demonstrated ability to work independently to relate policy to work assignments • Demonstrated ability to exercise initiative 	<ul style="list-style-type: none"> • Demonstrated ability to make independent judgement • Demonstrated ability to achieve objectives within complex organisational structures • High degree of independent judgement & initiative within broad guidelines • Demonstrated confidence, initiative, sound judgement & tact