

Work Allocation for Professional Employees Schedule



1 Purpose

To outline the standards of reasonable work allocation for professional Employees.

2 Scope

This schedule must be read in conjunction with the Work Allocation Procedure and is subordinate to it.

This schedule applies to all professional Employees.

3 Schedule

3.1 Introduction

These guidelines should be read in conjunction with Clause 41 of the USQ Enterprise Agreement.

3.2 Issues for consideration when allocating professional Employee workloads

The role of a Supervisor is to actively plan, monitor and adjust work allocation and working hours to ensure that the operational requirements of the organisational area are met whilst being mindful of Employee work allocation and working hours. Managers and Supervisors, when determining work allocations for professional Employees, must consider the strategic and operational requirements of the work area in addition to a number of factors including, but not limited to, the ordinary hours of work, the span of hours, rest pauses, meal breaks, overtime, time off in lieu arrangements and leave arrangements. Managers and Supervisors should have in place systems and Procedures to manage Employee work allocation whilst meeting their operational requirements of the work area, ensure work allocations are taken into consideration in the development of strategic operational goals and objectives and in workforce planning.

When managing Employee work allocations within areas or teams, Supervisors should take into account the strategic and operational goals and objectives of the individual work area. Supervisors must also take into account the amount of work being completed by each individual and monitor and discuss how this work is being undertaken within the context of the faculty/section workforce plan.

In developing systems and Procedures, managers and Supervisors must:

1. ensure that specific Policies, Procedures and guidelines on hours of work, starting and finishing times, rest pauses, meal breaks, flexible working arrangements, overtime, TOIL and RDO's are adhered to. Specific Policies and Procedures to be considered include:
 - a. Hours of Work / Ordinary Hours (Working Hours, Overtime and Shiftwork: Professional Employees Procedure);
 - b. Starting and Ceasing Times - Recording Work Attendance (Working Hours, Overtime and Shiftwork: Professional Employees Procedure);
 - c. Overtime (Working Hours, Overtime and Shiftwork: Professional Employees Procedure);
 - d. Time Off in Lieu (TOIL) (Working Hours, Overtime and Shiftwork: Professional Employees Procedure);
 - e. Rest Pauses and Meal Breaks (Working Hours, Overtime and Shiftwork: Professional Employees Procedure);
 - f. Rostered Days Off (RDO).

2. consider their Employees' availability, including the management of scheduled (annual, long-service, parental leave) and unscheduled absences (personal, carer's and compassionate leave) as outlined in the Leave of Absence Procedure encompassing:
 - a. Annual Leave;
 - b. Long Service Leave;
 - c. Parental Leave - Maternity;
 - d. Personal Leave;
 - e. Carer's Leave;
 - f. Leave Without Pay;
 - g. Domestic and Family Violence Leave (which can also be taken as special leave);
 - h. Cultural and Ceremonial Leave;
 - i. Other Leave Types.

3. Supervisors are responsible for monitoring and approving all forms of leave to make certain that:
 - a. the leave requested and taken is in accordance with the University's Policies and purposes for which they were intended leave balances;

- b. excessive accrual balances are avoided;
 - c. the taking of planned leave normally occurs outside peak working times; and
 - d. tasks and priorities are appropriately allocated to other work colleagues during any unscheduled leave absences.
4. Consider the Employee's approved participation in University activities including professional development, diversity and inclusion, cultural and ceremonial or community engagement activities.

Employees may be involved in approved University activities including, but not limited to:

- a. participating on University committees;
- b. undertaking governance and/or community engagement activities;
- c. undertaking professional development programs or accessing study assistance;
- d. developing and delivering professional development programs which support the University's strategic objectives, and advance and develop the Employee in line with their role;
- e. acting as an Employee representative in order to interview, consult or liaise with Employees in relation to employment matters;
- f. participating as a convener or member of one or more of the University's employee support networks;
- g. providing other services to, or for, the University relevant to the Employee's role and/or identity, for example Aboriginal and Torres Strait Islander Employees conducting Welcome to Country or Acknowledgement of Country ceremonies.

Employees may be involved in Union activities and roles.

Employees must receive approval from their manager and Supervisor for their involvement in these activities (including the time commitments and level of involvement) prior to any participation.

5. Ensure work allocation is discussed as a component of the performance review process.

The performance planning and review process aims to develop and support individuals to work effectively in supporting University objectives. Performance Planning and Review provides an opportunity for Supervisors and Employees to annually review the allocation of work duties, discuss individual work allocations within the context of the Employee's duties, training and development opportunities, the goals and objectives of

the individual work area and establish mutually agreed timeframes for activities, goals and development plans to be undertaken during the year. Supervisors and Employees will participate in at least two reviews each year.

The review process may provide Employees and Supervisors with the opportunity to develop strategies and implement practices to address any work allocation concerns that may be emerging.

6. Other factors for consideration:

In planning, monitoring, managing and reviewing work allocations, Supervisors need to consider the cyclical nature of the work area and how resources are to be allocated during these periods (including the use of casual Employees to assist during peak periods or fixed-term Employees to undertake specific projects). Supervisors also need to consider establishing realistic timeframes for the completion of specific work tasks and projects, and prioritise work duties and the order in which they are to be completed. Supervisors also need to be aware of the continued use of overtime and have strategies in place to address this issue, including being mindful of the need for Employees to access leave entitlements. Supervisors should also consider training and Employee development opportunities whilst considering this in view of the team and individual work allocations.

Supervisors need to be aware of work allocation pressures and must have in place strategies to address anticipated periods of high work allocation. There are a number of indicators that Supervisors may utilise to determine whether Employees are working excessive hours. These include but are not limited to:

- individual meetings with Employees
- departmental/work area meetings
- Employee absences
- morale
- Employees taking work home
- Employees working through lunch
- Employee Engagement Survey results.

4 Delegated Responsibilities

Approver	Level of Delegation

5 References

Nil.

6 Schedule Information

Accountable Officer	Chief People Officer
Responsible Officer	Chief People Officer
Policy Type	University Procedure
Policy Suite	Working Hours and Arrangements Policy
Approved Date	12/12/2018
Effective Date	3/4/2019
Review Date	3/4/2022
Relevant Legislation	USQ Enterprise Agreement
Related Policies	
Related Procedures	Leave of Absence Procedure Work Allocation Procedure Working Hours, Overtime and Shiftwork for Professional Employees Procedure
Related forms, publications and websites	
Definitions	<p>Terms defined in the Definitions Dictionary</p> <p>Delegate (noun)</p> <p>Delegate (noun) means the officer, Employee or committee of the University to whom, or to which, a delegation of authority has been made under this Policy.</p> <p>Domestic and Family Violence</p> <p>Domestic and Family Violence behaviour includes, but is not limited to, physical or sexual violence, emotional or psychological abuse,</p>

financial abuse or any behaviour that is threatening or coercive or in any other way controls or dominates an individual which causes safety or well-being concerns for that individual.

Employee

A person employed by the University and whose conditions of employment are covered by the USQ Enterprise Agreement and includes persons employed on a continuing, fixed term or casual basis. Employees also include senior Employees whose conditions of employment are covered by a written agreement or contract with the University.

Policy

A high level strategic directive that establishes a principle based approach on a subject. Policy is operationalised through Procedures that give instructions and set out processes to implement a Policy.

Procedure

An operational instruction that sets out the process to operationalise a Policy.

University

The term 'University' or 'USQ' means the University of Southern Queensland.

USQ Enterprise Agreement

University of Southern Queensland Enterprise Agreement 2018-2021.

Definitions that relate to this schedule only

Nominated Representative

Means in relation to an Employee, a person selected by the Employee to assist or represent the Employee. The person may be an officer or Employee of the relevant Union, or any other person chosen by the Employee. In relation to the University, it means a person selected by the University to assist or represent the University. The person may be an Employee of the University, or an officer or Employee of AHEIA, or any other person selected by the University. The Nominated Representative must not be a practising barrister or solicitor and must not present a Conflict of Interest.

Supervisor

	Any person responsible for leading the activities of others. In the context of this schedule, a Supervisor includes Employees at any classification level or title who have responsibilities for leading, managing or supervising work teams and/or individual Employees.
Keywords	Work allocation, workload, model
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