

ENTERPRISE AGREEMENT

NO: E.A. 83 /1993

DATE REGISTERED: 9-6-93

PRICE: \$ 30-00

SYDNEY CITY COUNCIL (TOWN HALL OFFICER)

ENTERPRISE AGREEMENT

1. Parties to Agreement

This Agreement is made pursuant to the Industrial Relations Act 1991, in accordance with Sections 115-142 of the said Act, entered into on *11th February*, 1993, between the Council of the City of Sydney (hereinafter referred to as "the Council"), of the one part, and the Federated Municipal and Shire Council Employees' Union of Australia, N.S.W. Division, (hereinafter referred to as "the Union"), of the other part.

It is agreed that :

2. Title of Agreement

This Agreement shall be known as the Sydney City Council (Town Hall Officer) Enterprise Agreement.

3. Table of Contents

The contents of this Agreement are as follows:

<u>Subject Matter</u>	<u>Clause No.</u>	<u>Page No.</u>
Application	5	2
Appointment/Progression	11	3
Definitions	4	2
Declaration	7	2
Grievance Procedures	19	7
Job and Skill Requirements	10	3
Objective of Agreement	8	2
Overtime and Travelling Time	15	6
Parties to Agreement	1	1
Productivity and Efficiency	18	6
Relationship of the Award	6	2
Salary System	9	3
Use of Skills	16	6
Term	20	7
Training and Development	17	6
Title	2	1
Transitional Arrangements	12	4
Variations	13	5
Working Arrangements	14	5

<u>Schedules</u>	<u>Page No.</u>
Schedule 1 - Job and Skill Levels	8
Schedule 2 - Transitional Arrangement	15

4. Definitions

"Award" means the Council of the City of Sydney (Wages Division, Wages and Conditions) Award.

"Employee" means a person employed in the capacity of a Town Hall Officer or an employee listed in Schedule 2 to this Agreement.

5. Application

This Agreement shall only apply to employees as defined in this Agreement.

6. Relationship of the Award

This Agreement is to be read and interpreted wholly in conjunction with the said Award. The Award continues to regulate the terms and conditions of employment of employees, provided that where there is any inconsistency between this Agreement and the said Award, this Agreement shall prevail to the extent of the inconsistency.

7. Declaration

This Agreement was not entered into under duress by any party to it.

8. Objective

The intention of this Agreement is to:

- o implement working arrangements that maximise productivity and efficiency in the delivery of services provided by the Town Hall Management Operation.
- o establish a classification structure that provides employees with:

- * fulfilling and interesting work;
- * access to improved remuneration linked to skills development
- * an improved career path;

o promote flexible work and job design;

9. Salary System

9.1 The rates of pay to be paid to employees will be as set out below:

Classification	Wage Rate
Town Hall Officer, Level 1	\$415.30 per week
Town Hall Officer, Level 2	\$441.90 per week
Town Hall Officer, Level 3	\$462.80 per week

9.2 Work performed by an employee within the scope of Town Hall Officer, Level 2 or 3 is not to constitute higher grade work for the purposes of Clause 18 (2) of the Award.

10. Job and Skill Requirements

10.1 Definitions of skills, qualifications, experience and job functions for each classification level are contained in Schedule 1 to this Agreement.

10.2 These definitions are to be regarded as indicative of the job functions and requirements of the respective classifications/ levels. Council may refine the job and skill definitions to address changes in task, skill and qualification requirements, provided that such changes are consistent with the classification structure and are undertaken in consultation with the Union.

11. Appointment/Progression

11.1 Appointment to, or progression within, the Town Hall Officer classification is subject to Council certifying that the employee meets the skills and training, and qualification requirements specified in Schedule 1, or he or she is assessed by Council as possessing equivalent skills and/or qualifications.

11.2 Progression within the classification is also subject to an employee's services and attendance being satisfactory.

12. Transitional Arrangements

- 12.1 Those employees listed in Schedule 2 to this Agreement shall be appointed to the classification level set out in the said Schedule, effective from the operative date of this Agreement.
- 12.2 The Town Hall Officer classification introduces the concepts of self supervision and team work. Accordingly, the provisions of Clause 8, Part I, Sub-clause (8) and Clause 8 Part IV of the Award do not apply to employees covered by this Agreement, as the new structure replaces the classification of Sub-foreperson.
- 12.3 The occupant of the position of Sub-foreperson as at the date of signing of this Agreement is to remunerated at the rate of Town Hall Officer, Level 2, plus the Sub-foreperson - Town Hall Attendants' allowance prescribed in Clause 8, Part IV, of the Award, on a personal occupant only basis.
- 12.4 The employee referred to in Clause 12.3 shall continue to perform the functions of the position of Sub-foreperson pending the implementation of the new structure.
- 12.5 The arrangements referred to in Clause 12.4 relating to the performance of the functions of the position of Sub-foreperson will be phased out to coincide with appointment of employees to Town Hall Officer, Level 3, and the implementation of the Town Hall management structure. In the meantime, an employee relieving as Sub-foreperson is to be paid a rate equivalent to that prescribed in Clause 12.3
- 12.6.1 Council shall arrange for employees listed in Schedule 2, who are appointed as a Town Hall Officer, Level 2, to undertake the Customer Relations Course specified in Schedule 1 as a requirement for appointment to Town Hall Officer, Level 3. An employee who has not been provided with an opportunity to undertake the course within 6 months from the date of appointment to Town Hall Officer Level 2, shall be paid by way of allowance the rate applicable to Town Hall Officer Level 3.
- 12.6.2 Payment of the allowance referred to in Clause 12.6.1 shall continue until such time as the employee has been provided with an opportunity to undertake the course and other training necessary to satisfy the skills and training requirements applicable to Town Hall Officer Level 3.
- 12.6.3 The allowance referred to in Clause 12.6.1 shall cease in the case of an employee who does not achieve a satisfactory pass in the course or who does not satisfy the other skills and training requirements of Town Hall Officer Level 3, following a reasonable period of instruction.

- 12.6.4 The provisions of this sub-clause do not apply or will cease to apply, as the case may be, where an employee elects not to participate in training or who does not co-operate positively in training and development activities.

13. Variations

The pay rates specified in this Agreement shall be adjusted in accordance with decisions of the Industrial Relations Commission in any State Wage Case Judgement made pursuant to Section 14 of the Industrial Relations Act, 1991, provided that any conditions established by such Judgement should be first agreed to by the parties. Such agreement shall include an operative date.

14. Working Arrangements

- 14.1 The Council may introduce shift work in accordance with the provisions of of the Award.
- 14.2 Shifts may be arranged to include a paid crib break or an unpaid meal break as determined by the parties.
- 14.3 Shiftwork introduced shall be regarded as part of normal working arrangements and will be paid in accordance with Clause 11 of the Award, and may continue in operation, notwithstanding any action that terminates or varies this Agreement.
- X 14.4 Council may engage casual staff to supplement permanent employees, as required.
- 14.5 Any dispute arising in relation to the application of this Clause, shall be handled in accordance with Clause 19, Grievance Procedures.
- 14.6 A review of these arrangements shall take place within 6 months of the introduction of shift work or at any other time in accordance with Clause 19, Grievance Procedures.
- 14.7 Employees shall rotate every two weeks between the day and evening roster.
- 14.8 At least two consecutive days shall be rostered off every week, except when reasonable overtime is required to be worked.
- 14.9 The provisions of sub-clauses 14.7 and 14.8 may be substituted by other arrangements agreed to by the parties.

15. Overtime and Travelling Time

By agreement between the parties, the Council may grant leave in lieu of payment of overtime and/or travelling time. The leave granted is to be equivalent to the actual hours worked, and/or time spent in travelling, provided that leave in lieu of the payment of travelling time is not to exceed 3 hours.

16. Use of Skills

- 16.1 Council may direct an employee to carry out such duties and use such tools and equipment as are within the limits of the employee's skill, competence and training.
- 16.2 Any direction issued by Council shall be consistent with its responsibilities to provide a safe and healthy working environment.

17. Training and Development

- 17.1 The parties recognise that the ongoing training and skill development/enhancement of employees is essential to satisfy the objectives of this Agreement.
- 17.2 Accordingly, Council undertakes to provide employees with appropriate on-the-job and formal training necessary to satisfy the requirements of the Town Hall Officer classification structure.
- 17.3 Employees and the Union shall be responsible for co-operating positively in training and development activities.

18. Productivity and Efficiency

- 18.1 Negotiations which are aimed at bringing about change that improves the efficiency and productivity of the Town Hall Management Operation will continue.
- 18.2 In relation to 18.1, it is an objective to have simultaneous improvements in all aspects of the Town Hall Management Operation including costs, quality, service delivery, flexibility, education, training and technology.

18.3 In assessing improvements in productivity and efficiency, performance measurements may include, but will not necessarily be restricted to, income, costs, working capital, service delivery methods/time, work organisation flexibility, absenteeism, safety, equipment down time, increased skills/ education, customer/employee satisfaction, assessment against industry standards.

19. Grievance Procedures

The provisions of Clause 29, Dispute Settlement Procedures of the said Award, apply.

20. Term

This Agreement shall operate from the date of registration and shall remain in force for a period of 12 months, unless varied or terminated earlier by the provisions of the Industrial Relations Act, 1991.

Signed for and on behalf of
The Council of the City of Sydney :

In the presence of :

K. ...
.....
GENERAL MANAGER "THE COUNCIL OF/MANAGER EMPLOYEE SERVICES
THE CITY OF SYDNEY"

Signed for and on behalf of the
Federated Municipal and Shire Council
Employees' Union of Australia
(N.S.W. Division)

In the presence of :

[Signature]
.....
ASSISTANT GENERAL SECRETARY

[Signature]
.....
UNION ORGANISER

SCHEDULE 1 JOB AND SKILL LEVELS

TOWN HALL OFFICER - LEVEL 1

A Town Hall Officer - Level 1 undertakes cleaning, security and general service activities within the scope of this level.

FUNCTIONS

The following are indicative of the tasks that may be performed at this level.

Cleaning

In accordance with the Town Hall Cleaning schedule:

- * Clean all areas of the Town Hall, including Centennial Hall, Lower Hall, (including stage, kitchen, galleries, hospitality rooms) Level 4 Town Hall House Function Room, toilets, windows, floors and offices.
- * Sweep/mop landings, window, walls, corridors, staircases, portico walls.
- * Polish fixtures and furnishings, and vacuum floor coverings.

General

Operate Town Hall manual elevator.

Set up halls and rooms by arranging tables, chairs etc. under supervision.

Remove furniture and effects within and between Council locations.

Perform general messenger duties, including the collection and delivery of parcels, goods etc.

Perform minor clerical duties as required.

Arrange internal laundry services.

Security

Patrols the Town Hall grounds to ensure compliance with Council requirements in respect of the protection of Council property, the parking of vehicles on premises etc.

Patrols carpark and goods entrances of the Town Hall/Town Hall House to control the movement of people, vehicles and goods, including assessing and authorising requests for access where appropriate.

Report any security breaches to (e.g. damage to property, parking infringements etc) to Duty Officer

Operate two-way radio and other mobile communications equipment.

SKILLS AND TRAINING

Knows the appropriate uses of and can safely operate/apply cleaning equipment (e.g. brooms, mops, etc.) cleaning fluids and chemicals.

Can read and communicate in English to a level that enables the accurate interpretation of internal memos, instructions etc. and the conduct of general communications with clients, Council members and staff, and the public.

Can deal with security situations in a confident and courteous manner.

Can safely and competently operate the Town Hall manual elevator after a period of on-the-job training.

Possess personal presentation skills to a level that ensures the presentation of a professional appearance, the use of appropriate speech and the observation of uniform and dress requirements.

Can work either in a team environment or individually under routine supervision.

EQUIPMENT

Can operate in a competent and safe manner and in accordance with manufacturer's instructions and Council requirements, the following equipment:

- Vacuum Cleaners
- Carpet Shampoo Equipment
- Buffers
- Other related cleaning equipment

FORMAL QUALIFICATIONS

- Class 1 Drivers License
- Security Protection License Class A
- Completion of Council's Induction Course

PHYSICAL ATTRIBUTES

Maintain a level of physical fitness sufficient to undertake activities of this level and in particular is capable of lifting and manouvering heavy objects.

TOWN HALL OFFICER - LEVEL 2

A Town Hall Officer - Level 2 is an employee who, in addition to performing the functions of and satisfying the requirements for Level 1, provides advanced security and general client relations services.

FUNCTIONS

The following are indicative of the activities that would be performed by employees at this level.

Security

Operates security control equipment, including monitoring control panels/screens, alarms, closed circuit television and entering of data etc, as well as responding to any security matters.

Liaises with appropriate emergency services e.g. Police, Fire Brigade, Ambulance and Building Supervisor and, as necessary, assist in any building evacuations.

Attends to security at the front entrance of the Town hall and conducts static security and internal patrols of the Town Hall and Town Hall House to ensure compliance with Council requirements. These activities include the protection of Council property, preventing the entry of unauthorised persons to restricted areas, attending to security at Council meetings and official functions, the maintenance of building safety standards and ensuring the orderly conduct of persons attending the Hall.

Complete security/incidence reports as necessary.

Report on security breaches, damage to equipment or facilities e.g. lights, plumbing, locks etc to Duty Officer.

Client Relations

Receives visitors and clients and directs them to appropriate locations within the building.

Answers general face to face enquiries from patrons, customers and members of the public concerning functions, council services and general requests for assistance i.e. providing directions to city locations.

Conduct hall attendants activities for functions, including assisting patrons to venue location, checking of identification/tickets and preventing entry of unauthorised persons.

Arranges the safe keeping and recording of lost property and forwarding such items to the Town Hall Management Office.

Cleaning

Perform more complex cleaning activities involving the operation of steam cleaning, floor scrubbing and polishing equipment and undertakes the preparation and application of specific purpose cleaning agents.

Hall Set Up

Reads and interprets floor plans and venue instructions, and undertakes the set up/breakdown of halls, rooms, stages etc. accordingly.

Prepares floor surfaces for specific functions by the operation of polishing and related equipment and the application of waxes, chemicals etc.

Determines minor adjustments to floor plans/set up instructions in consultation with Duty Officers or Town Hall Officers, Level 3.

Operates forklifts, scissor lifts and related lifting machinery.

Advises and assists other staff in the setting up of halls/rooms, etc.

General

Assists with the provision of on-the-job training in conjunction with Duty Officers/Town Hall Officers, Level 3.

SKILLS AND TRAINING

Understands the use of and can safely and competently apply general and specific purpose cleaning agents, chemicals, waxes, polishes etc. to a level that ensures the proper care and presentation of a range of floor surfaces, fittings and fixtures.

Can operate Town Hall House security control panel and, where appropriate, the Town Hall computerised security system.

Possesses interpersonal skills to a level that enables the employee to effectively deal with a range of difficult encounters/situations with tact and diplomacy, to listen attentively and to communicate with people at a range of levels.

Can read and interpret floor plans and venue set up instructions, is familiar with the range of special equipment for function set ups, and can complete common hall/room etc set ups unsupervised.

Knows the general services provided by Council to ratepayers and members of the public and the locations within Council premises to obtain such services.

Knows Council's fire and emergency evacuation procedures.

Possesses a thorough knowledge of the Town Hall Building in terms of the location of halls, rooms and offices etc., and understands the services and facilities available within the Town Hall.

Can provide enquirers with a brief explanation of the history of the Town Hall building.

Can work either in a team environment or individually under routine supervision.

Equipment

Can operate in a competent and safe manner and in accordance with manufacturers instructions and Council requirements the following equipment.

Forklift
Scissor Lift
Floor Scrubbing Machine
Polyvac Machine
Steam Cleaning Plant
Other related cleaning and lifting equipment.

FORMAL QUALIFICATIONS

First Aid Certificate
Security Protection License Class A and B
Completion of Council's Quality Customer Relations Course

TOWN HALL OFFICER - LEVEL 3

A Town Hall Officer - Level 3, in addition to performing the functions and satisfying the requirements for Level 2, undertakes advanced customer relations and general service activities within the scope of this level.

FUNCTIONS

The following are indicative of the functions that may be performed at this level.

Customer Relations

Provide advice and assistance to clients regarding the services and facilities of the Town Hall Management Office.

Provide information to visitors, tour groups etc. regarding the history and features of the Town Hall and conduct information sessions and guided tours as necessary.

As required, demonstrate facilities of the Town Hall to prospective clients, receive bookings and prepare floor plans.

Hall Set Up

Where appropriate acts as a team leader of groups of staff involved in set up and breakdowns.

Determines minor adjustments to floor plans, set up instructions in consultation with the Duty Officer.

Administration

As required, prepares requisitions for stores and supplies as necessary.

As required, completes timesheets, cleaning schedules, and prepares routine submissions.

Training, Development and Co-ordination

As required, co-ordinate the activities of other staff including providing instructions, allocating tasks and ensuring the quality and timely completion of activities.

Provide staff with advice and assistance, including on-the-job training, in the range of Town Hall Officer functions.

SKILLS AND TRAINING

Has a knowledge of the history and features of the Town Hall to a level that enables the presentation of short information sessions and the conduct of guided tours for visitors.

Can complete time sheets, routine submissions/forms, and can prepare common floor plans and set up specifications.

Can explain to the clients the range of facilities within the Town Hall and knows the services provided by the Town Hall Management Office.

Can instruct other Town Hall Officers in the use of equipment/machinery, cleaning agents and general work routines and methods.

Formal Qualifications

Satisfactory pass in Council's Customer Relations Course.

Schedule 2 - Transitional Arrangements

Employee	New Classification
R. Jones	Town Hall Officer, Level 2
J. Beedle	Town Hall Officer, Level 2
V. Spataro	Town Hall Officer, Level 2
D. Casey	Town Hall Officer, Level 2
J. Barlow	Town Hall Officer, Level 2
K. Pearce	Town Hall Officer, Level 2
W. Koliopoulos	Town Hall Officer, Level 2
D. Laing	Town Hall Officer, Level 2
M. Grech	Town Hall Officer, Level 2
P. Casey	Town Hall Officer, Level 2
G. Cowell	Town Hall Officer, Level 2
K. Nulty	Town Hall Officer, Level 2
L. Perrin	Town Hall Officer, Level 2
C. Borg	Town Hall Officer, Level 2
G. Wong	Town Hall Officer, Level 1