

# GENERIC RESPONSIBILITIES OF CSCS EMPLOYEES

## 1. PURPOSE

This document sets out the general responsibilities and management responsibilities that Charles Sturt Campus Services Limited (CSCS) employees are expected to implement.

The generic responsibilities are to be used for purposes such as staff recruitment and selection, induction, probation, performance management, and managing unsatisfactory performance.

## 2. SCOPE

This document applies to all employees of CSCS, within all locations the company operates, or working or travelling on CSCS business.

## 3. REFERENCES

The generic responsibilities are based on the values and key objectives in the Company's Mission Statement and Innovation & Improvement Plan 2019-2021.

This document also complements the "Code of Conduct for Employees".

## 4. RESPONSIBILITIES

The employee:

- (a) accepts and fulfils responsibility and commitments associated with his/her work;
- (b) acts in accordance with legal requirements, e.g. relating to Equal Opportunity (including equity and diversity), Work Health and Safety, risk management, privacy and fraud - NOTE: Non-compliance may result in the implementation of the disciplinary procedure for unsatisfactory performance, misconduct or serious misconduct;
- (c) acts in accordance with the "Code of Conduct for Employees" and relevant CSCS plans, policies and procedures;
- (d) conducts all activities in an ethical manner; and
- (e) respects and maintains confidentiality and privacy.

### Outcomes focus

The employee:

- (a) focuses on achieving performance objectives and team objectives that align with CSCS objectives;
- (b) follows approved CSCS procedures to achieve objectives; and
- (c) if appropriate, develops and implements innovative ideas, products, or solutions to achieve objectives.



### **Job skills and knowledge**

The employee:

- (a) demonstrates the knowledge and skills necessary to meet or exceed performance requirements for his/her duties and responsibilities;
- (b) uses job tools, resources and project management systems effectively and efficiently to complete tasks;
- (c) undertakes regular professional development to increase job skills and knowledge, maintain currency of skills and knowledge, and/or meet the changing needs of the company; and
- (d) applies newly acquired knowledge and skills in workplace practices.

### **Quality and continual improvement**

The employee:

- (a) strives for and produces quality work within given or reasonable time limits;
- (b) learns from experience and feedback, and actively seeks ways to improve or streamline current work practices and processes;
- (c) actively participates in the continual improvement process of planning, implementing, reviewing and improving his/her performance through the Occupational Coaching Scheme; and
- (d) is willing to assume new and/or different work assignments or modify work methods to accommodate the changing needs of the company.

### **Collaboration / collegiality**

The employee:

- (a) actively participates in team-based, collaborative/collegial work (e.g. team activities/projects and/or committee work) and makes positive and constructive contributions to help the team achieve its objectives;
- (b) uses appropriate interpersonal styles, communication methods and courtesy/respect to work harmoniously, collaboratively/collegially and effectively with others (both inside and outside the team);
- (c) shares information and resources with others to promote positive and collaborative/collegial work relationships; and
- (d) develops, supports and strengthens networks, alliances and/or partnerships with others (inside and/or outside the company).

### **Client service**

The employee:

- (a) gives high priority to providing quality service and achieving client satisfaction;
- (b) assumes ownership and responsibility for meeting the needs of the client in a timely manner;



- (c) is courteous, considerate and respectful, and represents CSCS in a professional and positive manner;
- (d) follows CSCS communication and cultural protocols; and
- (e) follows approved CSCS procedures to deal with complaints or resolve problems.

## MANAGEMENT RESPONSIBILITIES

### Managing work

The supervisor/manager:

- (a) establishes the work unit's objectives and priorities to align with and support the objectives and priorities of CSCS;
- (b) understands and communicates the relationship between individual and team, objectives to employees;
- (c) regularly evaluates the work unit's objectives, plans, procedures and practices, and makes appropriate changes if needed; and
- (d) defines and evaluates the work unit's achievements within the context of the company's objectives and priorities.

### Managing people

The supervisor/manager:

- (a) provides appropriate work assignments / workloads, guidance, support, motivation, resources and professional development to:
  - enable employees to fulfil their duties/responsibilities and performance objectives as specified in the Occupational Coaching System;
  - facilitate continual improvement;
  - maximize individual strengths to benefit the team, and
  - help staff adapt to changes in the workplace;
- (b) uses the Occupational Coaching System to:
  - clarify performance objectives and performance requirements;
  - regularly review performance and progress against the performance objectives;
  - fairly and consistently recognize and reward employee performance that meets or exceeds requirements;
  - help improve areas of employee performance that are below requirements; and
  - manage unsatisfactory performance;
- (c) uses a flexible leadership style and adjusts his/her behavior in accordance with the situation and employee needs;
- (d) facilitates and encourages open, two-way communication, and shares information with employees as appropriate; and
- (e) fosters a culture of cooperation/collegiality, teamwork, reflective practice, continual improvement



and learning, and responsiveness to change.


### Managing technical and financial resources

The supervisor/manager:

- (a) works with allocated resources to meet employee, client, financial, physical, technological and information needs, and to optimize the company's performance;
- (b) makes responsible financial management decisions;
- (c) manages CSCS's resources responsibly; and
- (d) manages risk through strategies such as identifying actual or potential risks, assessing their likelihood and consequence, and planning and implementing actions to treat or control the risks.

## 5. SIGN OFF

Company Representative:

<b>Signed:</b>		<b>Date:</b>	19-10-21
	_____		_____
<b>Name:</b>	Martin Dooner	<b>Position:</b>	General Manager
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