**Appendix 2. Professional Staff Salaries**

**1. Overview of professional staff salary structure:**

1.1 Professional staff roles are evaluated (or benchmarked against evaluated roles) and placed in the appropriate Bands. Salary Grades within these Bands differentiate the extent to which the staff member is developing, fully competent, or specialist/expert in the role. Salary Steps within each level reward staff for skill enhancement linked to experience in the job.

1.2 People, and Culture is responsible for evaluating/benchmarking professional staff positions using the Strategic Pay (SP10) job evaluation method. Other SP10 trained staff may be invited to participate in this process from time to time. Job evaluation points outcomes are not communicated and remain confidential, the outcome of which Band the role falls into will be advised.

1.3 When either the Formal Leader or an incumbent staff member disputes the outcome of Band placement or job evaluation, the position may be reviewed or re-evaluated on application, in writing, to the Deputy Chief Executive: People, Culture and Safety. Any such application shall set out the basis of a request for re-evaluation, include an updated position description and a completed job evaluation questionnaire that is signed by both the formal leader and the incumbent staff member in the position.

**3. Professional staff band definitions**

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| --- | --- | --- | --- | --- | --- | --- |
| Band | Task level and complexity | Human relation, complexity and skill | Problem solving and supervision received | Accountability and/or risk with budget, resources, staff | Skills, experience, learning required | Points and Salary Range |
| B | Provides clerical support to key staff. Involved with co- ordination and facilitation of work projects under the direction of the supervisor.  Undertakes reception and general administration.  Uses IT programmes appropriately. | Liaises with staff, other departments, suppliers, specialists, lecturers and learners.  As may be the first point of contact for customers responding to enquiries, problems with tact and sensitivity to customer needs. | Follows direction of the supervisor.  Problems relate *to* variations of information of data or information verification that require an immediate solution.  Has to balance day to day priorities while following  defined policies and procedures. | Some certifications of records **and** ensuring the accuracy of information/accounting data is required. Not ultimately responsible for departmental outcomes or performance.  No staff or budget responsibility but ensures procedures and policies are adhered to. | A high level of basic clerical administration experience required with some internal training provided to be able to undertake all aspects of the position.  Experience in work is specific to the requirements of the area. | 101 - 150 |
| C | Required to interpret established procedures, precedents, and guidelines.  Required to manage and prioritise own work-flow. Ensure the maintenance of databases, filing and recordkeeping systems.  High level of organisation, work spread over different tasks requiring flexibility. High level of IT use with complex applications often  relating to wide ranging programmes in use. | Customer service skills requiring extensive knowledge of Otago Polytechnic (OPP and the ability to advise learners, staff or clients.  Level of learner, staff or client contact is likely to be higher and more complex issues/problems than Band B.  Need for in depth understanding in responding to problems that customers may have | Determines day-to-day priorities and resolves problems. Problems are more varied and require wider solutions or interpretation of instructions than Band **B.**  Has some autonomy in role. Expected to show initiative and make decisions but has supervisor/ manager that can be consulted as appropriate. | Work is influenced by learner, staff or client needs and information has to be provided which must be accurate.  Have specific responsibilities **and** accountabilities in their respective role. Decision or impact of actions have wider impact on OP outcomes and/or ability of others to complete work.  May support or provide advice to Band B positions | Staff members are required to "'multi **skill"** to meet the more diverse needs of jobs at this level. Positions in this band require extensive secretarial admin/IT experience. In-house training required on complex OP systems/procedures/ software application databases. | 151 - 210 |
| D | Short term immediate **customer "solutions" and** service activities.  Specialist skills and knowledge applied to a broad range of issues areas/ activities and projects  A high level of confidentiality is expected.  Liaison with customers and suppliers to ensure needs are met.  Less routine tasks. More variety of responsibility.  May interpret **and** advise on policy and systems, manuals, or guidelines. | Interprets a wide range of customer requests for service and ensures delivery of desired outcomes  Plan and work with staff and learners to **manage** the delivery of **desired**  **outcomes.**  High level of skill required to deal with senior officials of external organisations.  High level of interpersonal skills used in diverse situations. | Problems are varied and require judgement and application of knowledge.  Expected to work without close supervision, with general direction and guidance from supervisor.  Organise workflow on short and long-term basis, anticipating workload for self and others in team.  Able to analyse data and provide results/solutions that meet specific project or customer needs/programmes.  Creativity and initiative required. | Specific responsibility for their area of activity and can be accountable to the manager for outcomes and the performance of other staff in their team.  Responsibility for maintaining equipment, information **and** / or service levels  May have some budget responsibility and management.  Broad range of responsibilities. | Specialist skills or experience required. and the person bolds the qualification / experience appropriate to and according to **the** needs of the specific role.  Ability to apply experience appropriately in complex **circumstances.**  Extensive empathy in advisory roles. | **211 - 280** |
| E | Developing new policies and systems, initiating improvements and changes to OP wide systems.  60-70% of time occupied in specialist role.  Involved with organisation of significant external contracts and/or significant purchasing decisions. | Leadership and supervision. Accountable and can manage performance of others.  Provides mentoring, coaching and guidance to internal clients, learners.  Close working relationship with key senior OP and or external contacts. | Research and development of  **resources/services.**  Operates autonomously within delegated areas of responsibility.  Expected to identify, variances, problems, or issues, undertake research **and** identify appropriate solutions.  Organisation and planning of resources. | Financial management of delegated budgets.  Co-ordinates and manages budgets, projects or resources of area.  Accuracy of decisions in expenditure and/or contract management required.  Liaison with customers to identify needs/resources is required. | Technical managerial and/or strong administrative experience.  Skills/qualifications/ experience in a specific discipline required as prerequisite.  Professional qualification and experience roles. | 281 - 350 |
| F | Predominantly occupied in a specialist/advisory role or project management responsibilities.  Significant internal information management, interpretation of legislation, policy, and practices  Complex information/ data capture and reporting.  Involved with development and implementation analysis and development of IT  systems, applications - OP wide. | Provide sensitive advice and interpretation in support of **customer.**  Coaching/advice to internal  **customers.**  Leader in change management, requiring tact and persuasion.  Lead/specialisation in disciplines employed for across OP. | Significant autonomy or only within areas of responsibility in order to provide advanced advice/solutions to end user.  Will act in absence of manager with delegated responsibility.  Negotiates key change to technology/ policy standards, **procedures.** | Accountable for advice provided.  Advice/guidance is specialist and has significant impact.  Co-ordination of projects, budgets, and resources.  Provision of technical knowledge in applied disciplines  Improvement in effective, efficient work methods.  Accuracy of OP wide reports, statistics. | Operational and staff, administrative management experience.  Appropriate tertiary qualifications aligned to needs of position (degree and post grad qualifications possible).  Experience in provision of  interpretation of legislative compliance,  advice, critical reports in a sensitive, risk environment. | **350 - 450** |