Staff Generic Responsibilities Policy

Section 1 - Purpose

(1) This Policy sets out the general responsibilities and management responsibilities that Charles Sturt University (the University) staff are expected to implement.

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

Scope

(3) This Policy applies to academic and general staff of Charles Sturt University.

References

(4) The generic responsibilities are based on the values and key objectives in the the University Strategy 2007-2011 .

(5) This Policy complements the Code of Conduct for Staff and the Standards, Expectations and Qualifications Policy - Academic Staff .

Section 2 - Glossary

(6) Nil.

Section 3 - Policy

General Responsibilities

Responsibility

(7) 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), Occupational Health and Safety , risk management , privacy and fraud (including academic 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 Staff and relevant the University plans, policies and procedures;
   d. conducts all activities in an ethical manner; and
   e. respects and maintains confidentiality and privacy.

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Page 1 of 5

Outcomes Focus

(8) The employee:

    a. focuses on achieving performance objectives and team objectives that align with Faculty/Division and the University objectives;

    b. follows approved the University procedures to achieve objectives; and

    c. if appropriate, develops and implements innovative ideas, products or solutions to achieve objectives.

Job Skills and Knowledge

(9) 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 Division/Faculty and the University; and

    d. applies newly acquired knowledge and skills in workplace practices.

Quality and Continual Improvement

(10) 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 Performance Management Scheme ; and

    d. is willing to assume new and/or different work assignments or modify work methods to accommodate the changing needs of the Division/ Faculty and the University.

Collaboration / Collegiality

(11) 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 the University).

Student / Client Service

(12) The employee:

    a. gives high priority to providing quality service and achieving student/client satisfaction;

    b. assumes ownership and responsibility for meeting the needs of the student or client in a timely manner;

c. is courteous, considerate and respectful, and represents the the University in a professional and positive manner;

d. follows the University communication and cultural protocols; and

e. follows approved the University procedures to deal with complaints or resolve problems.

Management Responsibilities

Managing Work

(13) The supervisor/manager:

a. establishes the work unit's objectives and priorities to align with and support the objectives and priorities of the Faculty/Division and the University;

b. understands and communicates the relationship between individual, team, Faculty/Division and the University objectives to staff;

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 the University's objectives and priorities.

Managing People

(14) The supervisor/manager:

a. provides appropriate work assignments / workloads, guidance, support, motivation, resources and professional development to:
    i. enable staff to fulfil their duties/responsibilities and performance objectives as specified in the Induction and Development Program or Performance Management Scheme ;
    ii. facilitate continual improvement;
    iii. maximise individual strengths to benefit the team, and
    iv. help staff adapt to changes in the workplace;

b. uses the Performance Management Scheme to:
    i. clarify performance objectives and performance requirements;
    ii. regularly review performance and progress against the performance objectives;
    iii. fairly and consistently recognise and reward employee performance that meets or exceeds requirements;
    iv. help improve areas of employee performance that are below requirements; and
    v. manage unsatisfactory performance;

c. uses a flexible leadership style and adjusts his/her behaviour in accordance with the situation and employee needs;

d. facilitates and encourages open, two-way communication, and shares information with staff 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

(15) The supervisor/manager:

a. works with allocated resources to meet employee, client, financial, physical, technological and information

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Page 3 of 5

needs, and to optimise the the University's performance;

b. makes responsible financial management decisions;

c. manages the University 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.

Section 4 - Procedures

(16) Nil.

Section 5 - Guidelines

(17) Nil.

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