



ANZSCO coding guide

A guide to selecting ANZSCO codes
for HRMOIR data submission

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Foreword

Every quarter, the Commission collects workforce data from agencies through the Human Resource Minimum Obligatory Information Requirements (HRMOIR) process. One element of this data that the Commission seeks to improve is the application of the Australian and New Zealand Standard Classification of Occupations (ANZSCO). This will support the Commission in planning for the future public sector workforce.

The Commission has developed this guide to support agencies in assigning ANZSCO codes to positions with consistency and confidence. The guide provides an overview of the ANZSCO system, outlines the elements of ANZSCO that relate to the Commission's HRMOIR data collection process, and highlights ANZSCO codes that are commonly used throughout the sector.

Agencies should also note that, from September 2013, four-digit ANZSCO codes will no longer be accepted through the HRMOIR process; instead, six-digit ANZSCO codes will be mandatory. This change followed consultation with agencies that indicated a deeper level of classification would be more useful at an agency level. Further, the Commission will be able to better understand the occupations across the public sector and make more granulated analysis in identifying gaps and skills-shortages.

I thank those agencies that have voluntarily transitioned to the new coding system over the last year, and encourage remaining agencies to prepare their systems accordingly. Feedback on this guide and the HRMOIR process is encouraged to be sent to the State Administrator at stateadministrator@psc.wa.gov.au

M C Wauchope
PUBLIC SECTOR COMMISSIONER

Introduction and purpose

The Australian and New Zealand Standard Classification of Occupations (ANZSCO) is a skill-based classification system of occupations developed to standardise the collection, analysis and dissemination of occupation-related information for jobs in the trans-Tasman workforce, including the public sector. Developed by the Australian Bureau of Statistics (ABS), Statistics New Zealand and the Department of Employment and Workplace Relations, ANZSCO is the predominant occupation coding system used in Australia, and is used by other state jurisdictions and data collection agencies.

The purpose of this document is to assist agencies in determining ANZSCO codes for public sector positions leading to higher **accuracy** (satisfactorily describing the position in terms of skills necessary and the position within corporate structure) and **reliability** (reflecting broader consistency of coding in similar jobs across the sector) of coding practices. This enables the very best information to be used, so that the best possible decisions may be made and advice given.

The Public Sector Commission collects workforce data quarterly through the Human Resource Minimum Obligatory Information Requirements (HRMOIR) process using the Workforce Analysis and Collection Application collection tool. The collection and reporting of occupation information are intended to support an integrated classification framework to facilitate strategy human resource management, policy development and review.

Common job categories form an important part of the data snapshot collected by the Commission from the Western Australian public sector, and the consistent application of job codes is a vital element of the HRMOIR framework. The Commission uses ANZSCO in many forms of reporting, and in the development of sector strategy and policy.

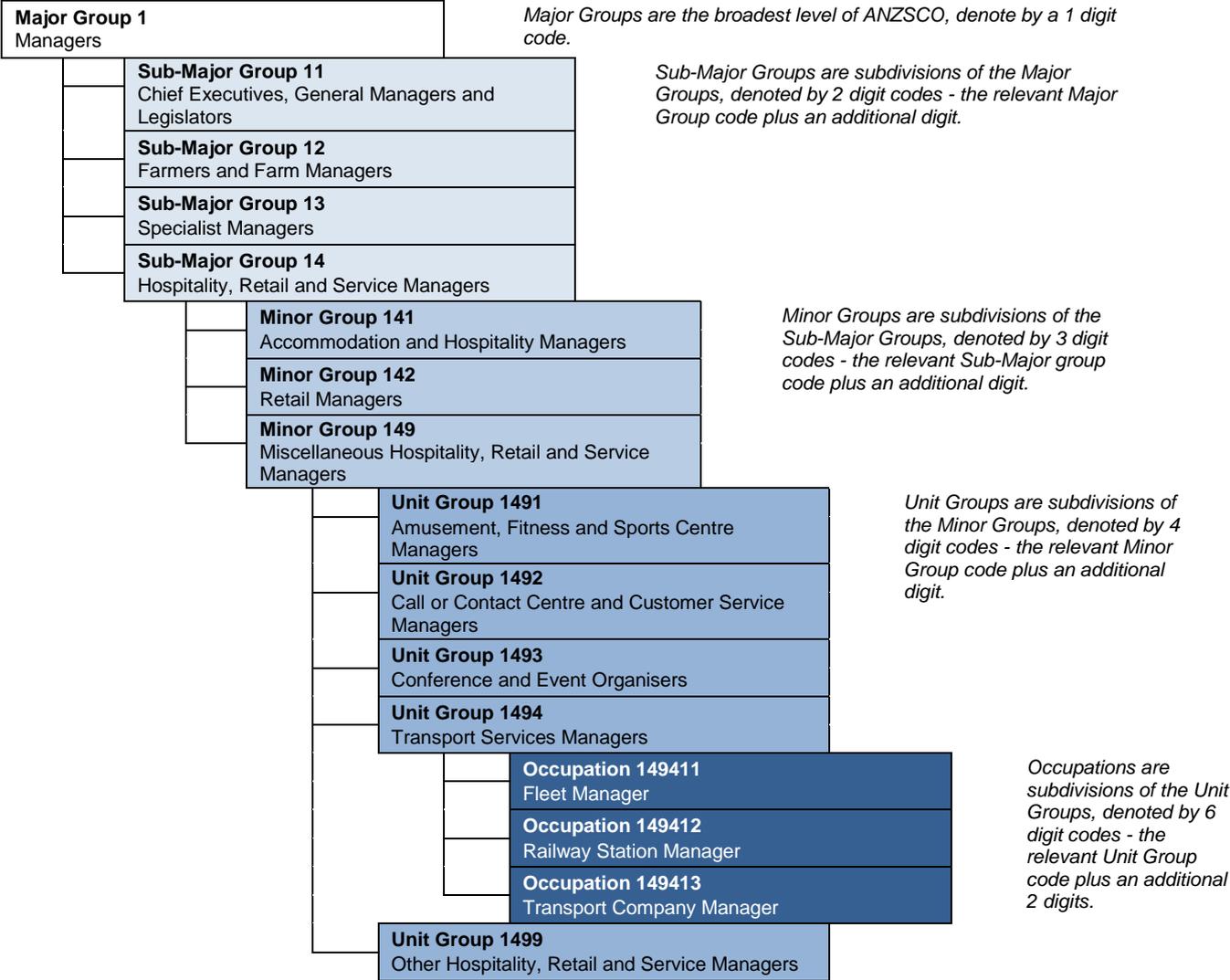
The ANZSCO system describes jobs by using 998 occupation codes, and the Commission recognises that some jobs within the public sector could quite correctly be described by multiple ANZSCO codes. This guide supports agencies to decide which code might be the most appropriate for common position types within the public sector.

The ANZSCO code descriptions in this document can be found on the ABS website at www.abs.gov.au

ANZSCO structure

The ANZSCO classification structure consists of five hierarchical levels: Major Group, Sub-Major Group, Minor Group, Unit Group and Occupation with one, two, three, four and six-digit, codes corresponding to one of five skill levels. The example below shows how the ANZSCO code for a Fleet Manager (149411) is classified by ABS.

ANZSCO coding tree diagram



Steps to determine an ANZSCO code

Step 1 – Determine the Major Group

Using the information provided above, determine which of the 8 Major Groups best fit the position to be coded.

Things to consider when deciding on the Major Group:

- Do they have managerial responsibilities? (possible group 1)
- Is a professional qualification required for the position? (possible group 2)
- Are they directly involved in the provision of community or support services? (possible group 4)
- Does the position provide administrative support to others, tasks or projects? (possible group 5)

This section provides an overview of the eight Major Groups.

Group 1 – Managers

Managers plan, organise, direct, control, coordinate and review the day-to-day operations and major functions or commercial, industrial, government and defence organisations through departmental managers and subordinate executives.

Occupants in group 1 are responsible for key decision making and managing divisions or areas of an agency.

Generally they will be a PSGOGA Level 8 equivalent and above.

All employees in Management Tiers (MT) 1, 2 or 3 and the Senior Executive Service (SES) should be in this group.

Group 2 – Professionals

Professionals perform analytical, conceptual and creative tasks through the applications of theoretical knowledge and experience in the fields of the arts, media, business, design, engineering, the physical and life sciences, transport, education, health, information and communication technology, the law, social sciences and social welfare.

Most occupations in this Major Group hold a university qualification or significant experience required for positions.

Generally they will be a PSGOGA Level 4 equivalent and above.

Group 3 – Technicians and Trades Workers

Technicians and Trades Workers perform a variety of tasks, applying broad or in-depth technical, trade or industry specific knowledge, often in support of scientific, engineering, building and manufacturing activities.

Most occupations in this Major Group hold Diplomas, Certificate III or IV in the relevant industry and have relevant experience, or have a significant amount of experience in the trade or industry.

Group 4 – Community and Personal Service Workers

Community and Personal Service Workers assist Health Professionals in the provision of patient care, provide information and support on a range of social welfare matters, and provide other services in the areas of aged care and childcare, education support, hospitality, defence, policing and emergency services, security, travel and tourism, fitness, sports and personal services.

Most occupations in this Major Group hold Diplomas, Certificate III or IV and have experience in the relevant field.

Group 5 – Clerical and Administrative Workers

Clerical and Administrative Workers provide support to managers, professionals and organisations by organising, storing, manipulating and retrieving information.

Most occupations in this Major Group hold Diplomas, Certificate III or IV and have experience in the relevant field.

Group 6 – Sales Workers

Sales Workers sell goods, services and property, and provide sales support in areas such as operating cash registers and displaying and demonstrating goods.

Most occupations in this Major Group hold Diplomas, Certificate III or IV and have experience in the relevant field.

Group 7 – Machinery Operators and Drivers

Machinery Operators and Drivers operate machines, plant, vehicles and other equipment to perform a range of agricultural, manufacturing and construction functions, move materials, and transport passengers and freight.

Most occupations in this Major Group hold a Certificate II or III in the relevant field.

Group 8 – Labourers

Labourers perform a variety of routine and repetitive physical tasks using hand and power tools, and machines either as an individual or as part of a team assisting more skilled workers such as trades workers, and machinery operators and drivers.

Most occupations in this Major Group hold a Certificate II or III in the relevant field, or have significant experience.

Step 2 – Determine role

The next step is to determine the field and area where this position sits. Consider:

- Which field is the position related to (e.g. health, financial services, human resources, childcare, education, carpentry, automotive mechanics, agriculture)?
- Which functions within this field is the position predominantly regarding?

Step 3 – Determine organisational fit

Once a code has been provisionally determined, consider:

- Does it fit the corporate structure?
- Do those coded as managers have managerial responsibilities?
- Are professional positions coded as such, rather than in administrative roles; and vice-versa?
- Are those coded in Major Groups 3, 4, 6, 7 & 8 in 'front line' service delivery positions?

Commonly misinterpreted ANZSCO codes

The following three ANZSCO codes have been identified as the most commonly misinterpreted ANZSCO codes. They should only be used where they match the ABS's definition.

599999 Clerical and Administrative Workers nec

This occupation group covers Clerical and Administrative Workers not elsewhere classified.

ANZSCO 599999 is used in cases where there are no other options available in the major group and the job duties do not match any other ANZSCO in the Clerical and Administrative Workers Major Group. The title of this ANZSCO can be very misleading and is not to be used for employees that have a general clerical or administrative role.

The following jobs are considered suitable for 599999:

- Coding Clerk
- Examination Supervisor
- Train Planner
- Travel Clerk.

The following have been reported as 599999 where there are better suited ANZSCO codes (see referenced pages):

- Administrative Officer/Assistant (page 12)
- Support Officer (page 32).

111211 Corporate General Managers

Plans, organises, directs, controls and reviews the day-to-day operations and major functions of a commercial, industrial, governmental or other organisation through departmental managers and subordinate executives.

ANZSCO 111211 is used for managers or directors generally of PSGOGA Level 9 equivalent or higher and report directly to the CEO or DG. They provide a day-to-day direction and management of organisations; policy endorsement to fulfil objectives, maximise efficiency and maintain continuous lines of communication; and keep the CEO

informed of all critical issues. This ANZSCO is not for middle or lower-level managers that do not meet the aforementioned roles (e.g. Corporate Services Manager that coordinates the overall administration of an organisation).

The following jobs are considered suitable for 111211:

- Chief Operating Officer
- Assistant Commissioner (Police)
- Hospital Administrator
- Managing Editor
- Trade Union Secretary.

The following have been reported as 111211 where there are better suited ANZSCO codes (see referenced pages):

- Business Officer/Manager (page 16)
- Communications Officer/Manager (page 19).

512111 Office Managers

Organises and controls the functions and resources of an office such as administrative systems and office personnel.

ANZSCO 512111 is used for employees that have duties around managing and maintaining an office. They may work on internal projects and policies. Part of the job may involve ensuring that the work that comes in and out of the office complies with relevant government legislation, policies and procedures. Coordinating personnel activities such as hiring, performance management, training, allocating human resources, space and equipment are some of the duties an Office Manager will maintain.

The following jobs are considered suitable for 512111:

- Office Manager
- Executive Assistant
- Office Administrator
- Team Manager.

The following have been reported as 512111 when there are better suited ANZSCO codes (see referenced pages):

- Business Officer/Manager (page 16)
- Director (page 20)
- Support Officer (page 32).

Suggested codes for common positions

This section contains the most common job titles and the ANZSCO codes that are most suitable. A brief description has been included to show some of the duties that these positions generally perform but do not necessarily apply to the position. The functions of the department/entity and business area should also be taken into consideration.

Administrative Officer/Assistant

Description

Administrative Officers/Assistants report to senior members of staff and are responsible for providing administrative and clerical services to ensure effective and efficient operations.

General roles may include:

- processing incoming and outgoing correspondence
- managing incoming telephone calls
- assisting with payment of accounts
- preparing agendas and memos
- providing administrative assistance when needed by managers.

Suggested ANZSCO codes

- **531111 General Clerk** – Performs a range of clerical and administrative tasks.
- **542111 Receptionist (General)** – Greets clients and visitors, and responds to personal, telephone, email and written inquiries and requests.
- **561311 Filing or Registry Clerk** – Processes and handles information and documents to maintain access to and security of database and record management systems. Occupations in this group include: Medical Record Clerk and Records Clerk.
- **541211 Information Officer**– Responds to personal, written and telephone inquiries and complaints about the organisation's goods and services, provides information and refers people to other sources. Occupations in this group include: Inquiry Officer and Information Clerk.

Other possible ANZSCO codes

- **511112 Program or Project Administrator** – Plans and undertakes administration of organisational programs, special projects and support services. Occupations in this group include: Project Coordinator.
- **521111 Personal Assistant** – Performs liaison, coordination and organisational tasks in support of Managers and Professionals.
- **561611 Switchboard Operator** – Operates telecommunication switchboards and consoles to assist callers establish telephone connections, and receive caller inquiries and fault reports.
- **599411 Human Resource Clerk** – Maintains and updates personnel records such as information on transfers and promotions, employee leave taken and accumulated, salaries, superannuation and taxation, qualifications and training. Occupations in this group include: Employment Office Clerk, Human Resources Records Clerk, Personnel Records Clerk, Psychological Examiner (Army) and Roster Clerk.
- **599211 Clerk Of Court** – Administers court registry services and performs administrative functions in support of Judges and Magistrates.

Advisory Officer

Description

Advisory Officers provide advice and assistance on policies, procedures, legislation and enterprise agreements.

General roles may include:

- examining documentation such as contracts and judgments in order to verify facts such as properties' legal descriptions, ownership, or restrictions
- writing and presenting information briefings on a range of topics
- providing and coordinating research and advice as it relates to the subject matter of an inquiry or other project conducted
- developing and updating forms, fact sheets and standardised procedures.

Suggested ANZSCO codes

- **224412 Policy Analyst** – Develops and analyses policies guiding the design, implementation and modification of government or commercial operations and programs. Occupations in this group include: Policy Adviser and Research Analyst.
- **224411 Intelligence Officer** – Collects and analyses information and data to produce intelligence for an organisation to support planning, operations and human resource functions. Occupations in this group include: Criminal Intelligence Analyst and Defence Intelligence Analyst.
- **223111 Human Resource Adviser** – Provides staffing and personnel administration services in support of an organisation's human resource policies and programs. Occupations in this group include: Human Resource Consultant and Personnel Officer.
- **222311 Financial Investment Adviser** – Develops and implements financial plans for individuals or organisations, and advises on investment strategies and their taxation implications, securities, insurance, pension plans and real estate. Registration or licensing may be required.
- **249111 Education Adviser** – Conducts educational research and develops course curricula and associated teaching materials for use by educational institutions. Occupations in this group include: Curriculum Advisory Teacher, Education Officer, Home-School Liaison Officer and Preschool Adviser.
- **251312 Occupational Health and Safety Adviser** – Develops, implements and evaluates risk management policies and programs, trains employees in occupational health and safety procedures, monitors and audits the workplace, and records and investigates incidents to ensure safe and healthy working conditions. Occupations in this group include: Occupational Health and Safety Coordinator, Occupational Health and Safety Officer, Occupational Hygienist and Workplace Rehabilitation Officer.

Other possible ANZSCO codes

- **132511 Research and Development Manager** – Plans, organises, directs, controls and coordinates research and development activities within an organisation.
- **234312 Environmental Consultant** – Analyses and advises on policies guiding the design, implementation and modification of government or commercial environmental operations and programs. Occupations in this group include: Environmental Adviser, Environmental Auditor and Environmental Officer.
- **271299 Judicial and Other Legal Professionals nec** – This occupation group covers Judicial and Other Legal Professionals not elsewhere classified. Registration or licensing may be required. Occupations in this group include: Administrative Lawyer, Family Court Registrar (Aus), Family Law Mediator, Judicial, Registrar (Aus), Law Researcher, Legal Officer, Parliamentary Counsel, Patent Attorney and Trade Mark Attorney.

Business Officer/Manager

Description

Business Officers/Managers may assist in achieving agency objectives associated with marketing, finances, accounting, customer service, data analysis, and other related business activities among different areas.

General roles may include:

- creating comprehensive training programs for all personnel
- analysing business performance against budget and goals
- coordinating the production and development of a business plan and be accountable for the management and monitoring of the objectives
- meeting with individual department heads to discuss operational problems
- performing duties related to purchasing, personnel records, personnel actions, payroll and affirmative action.

Suggested ANZSCO codes

- **132111 Corporate Services Manager** – Plans, organises, directs, controls and coordinates the overall administration of an organisation. Occupations in this group include: Administration Manager and Business Services Manager.
- **224711 Management Consultant** – Assists organisations to achieve greater efficiency and solve organisational problems. Occupations in this group include: Business Consultant and Business Analyst.
- **511112 Program or Project Administrator** – Plans and undertakes administration of organisational programs, special projects and support services. Occupations in this group include: Project Coordinator.

Other possible ANZSCO codes

- **261111 ICT Business Analyst** – Identifies and communicates with users to formulate and produce a requirements specification to create system and software solutions. Occupations in this group include: Business Systems Analyst and Business Consultant (ICT).
- **551112 Cost Clerk** – Calculates and investigates the cost of wages, materials, overheads and other operating expenses.

Customer Service Manager

Description

Customer Service Managers maintain customer satisfaction by providing problem-solving resources and managing staff. One of the most important roles of a customer service manager is leading and motivating a team of staff to ensure they're giving the best customer service possible. Because customer services jobs can encompass a range of industries, their daily tasks will change depending on what their organisation does.

General roles may include:

- achieving customer service objectives by preparing and completing action plans
- preparing the annual budget
- analysing variances to meet customer service financial objectives
- determining and implementing system improvements.

Suggested ANZSCO codes

- **149212 Customer Service Manager** – Plans, administers and reviews customer services and after-sales services, and maintains sound customer relations. Occupations in this group include: Client Service Manager and Service Manager.
- **149211 Call or Contact Centre Manager** – Organises and controls the operations of a call or contact centre.

Other possible ANZSCO codes

- **132111 Corporate Services Manager** – Plans, organises, directs, controls and coordinates the overall administration of an organisation. Occupations in this group include: Administration Manager and Business Services Manager.

Customer Service Officer

Description

Customer Service Officers interact with customers to provide and process information in response to inquiries, concerns and requests about products and services.

General roles may include:

- keeping records of customer interactions and transactions
- preparing and distribute customer activity reports
- communicating and coordinating with internal departments
- responding promptly to customer inquiries
- processing orders, forms, applications and requests.

Suggested ANZSCO codes

- **541211 Information Officer** – Responds to personal, written and telephone inquiries and complaints about the organisation's goods and services, provides information and refers people to other sources. Occupations in this group include: Inquiry Officer and Information Clerk.
- **541111 Call or Contact Centre Team Leader** – Oversees and determines work requirements, monitors telephone calls, coaches and allocates duties to Call or Contact Centre Operators. Occupations in this group include: Call Centre Supervisor, Contact Centre Supervisor, Call or Contact Centre Coach and Call or Contact Centre Workforce Planner.
- **541112 Call or Contact Centre Operator** – Answers customer telephone, Internet and email inquiries about goods and services, and promotes the goods and services.

Other possible ANZSCO codes

- **591117 Order Clerk** – Receives and processes incoming orders for goods and services from inside or outside an organisation. Occupations in this group include: Customer Orders Clerk, Sales Order Clerk Internal Salesperson (Aus) and Mail Order Clerk.
- **313112 ICT Customer Support Officer** – Provides support, education and guidance in the deployment and maintenance of computer infrastructure and the diagnosis and resolution of technical problems and issues. May work in a call centre. Occupations in this group include: ICT Help Desk Officer, ICT Help Desk Technician, Systems Support Officer, Network Support Technician and Operator Command Support Systems (Army).

Communications Officer/Manager

Description

Communications Officer/Managers require excellent communication skills as they need to liaise with a range of employees from varying corporate levels. Depending on the organisation's size, Communications Managers may direct marketing and public relations staff or provide communications coaching for employees. Communication Officers may have editorial duties and maintain an agency website.

General roles may include:

- preparing presentations and internal memos
- answering queries from the media, stakeholders or other organisations
- distributing executive messages
- developing print materials and branding strategies for employee use.

Suggested ANZSCO codes

- **131114 Public Relations Manager** – Plans, organises, directs, controls and coordinates the public relations activities within an organisation. Occupations in this group include: Communications Manager, Corporate Affairs, Manager Corporate, Relations, Manager PR, Manager Public, Affairs Manager, Community Relations, Manager External, Relations Manager and Media Relations Manager.
- **225311 Public Relations Professional** – Plans, develops, implements and evaluates information and communication strategies that create an understanding and a favourable view of an organisation, its goods and services, and its role in the community. Occupations in this group include: Media Liaison Officer, Press Officer, Promotions Officer, Public Affairs Officer, Public Relations Consultant, Public Relations Officer and Corporate Affairs Officer.
- **261211 Multimedia Specialist** – Creates and manipulates computer animation, audio, video and graphic image files into multimedia programs to produce data and content for CD-ROMs, information kiosks, multimedia presentations, websites, mobile telephone resources, electronic gaming environments, e-commerce and e-security solutions, and entertainment and education products. Occupations in this group include: Multimedia Developer and Multimedia Programmer.

Other possible ANZSCO codes

- **149311 Conference and Event Organiser** – Organises and coordinates services for conferences, events, functions, banquets and seminars. Occupations in this group include: Event Management Consultant, Event Planner and Exhibition Organiser.
- **212412 Newspaper or Periodical Editor** – Plans and directs editing of a publication, such as a newspaper, magazine or journal, in accordance with editorial policies and guidelines and accepted rules of grammar, style and format prior to printing and distribution. Occupations in this group include: Associate Editor, Features Editor, News Editor, Pictures Editor, Subeditor and Website/Blog Editor.

Director

Description

Directors occupy key positions in upper management, typically overseeing and managing functions in a specific area or department.

General roles may include:

- planning and implementing department strategies
- taking part in the organisation's overall strategic decisions and ensures all areas are working in accordance with such goals
- leading the executive/senior management of the organisation, including hiring and firing
- managing financial and physical resources.

Suggested ANZSCO codes

- **132411 Policy and Planning Manager** – Plans, organises, directs, controls and coordinates policy advice and strategic planning within an organisation. Occupations in this group include: Corporate Planning Manager, Policy Development Manager and Strategic Planning Manager.
- **132111 Corporate Services Manager** – Plans, organises, directs, controls and coordinates the overall administration of an organisation. Occupations in this group include: Administration Manager and Business Services Manager.
- **132511 Research and Development Manager** – Plans, organises, directs, controls and coordinates research and development activities within an organisation.
- **132211 Finance Manager** – Plans, organises, directs, controls and coordinates the financial and accounting activities within an organisation. Occupations in this group include: Chief Financial Officer, Finance Director and Financial Controller.

Other possible ANZSCO codes

- **133611 Supply and Distribution Manager** – Plans, organises, directs, controls and coordinates the supply, storage and distribution of goods produced by an organisation. Occupations in this group include: Logistics Manager, Logistics Officer (Air Force), Ordnance Corps Officer (Army), Supply Chain Manager, Supply Officer (Navy) and Transport Corps Officer (Army).
- **132311 Human Resource Manager** – Plans, organises, directs, controls and coordinates the human resource and workplace relations activities within an organisation. Occupations in this group include: Personnel and Employee Relations Manager, Occupational Health and Safety Manager, Training and Development Manager and Workplace Relations Manager.
- **135111 Chief Information Officer** – Plans, organises, directs, controls and coordinates the ICT strategies, plans and operations of an organisation to ensure the ICT infrastructure supports the organisation's overall operations and priorities.

- **111211 Corporate General Manager** – Plans, organises, directs, controls and reviews the day-to-day operations and major functions of a commercial, industrial, governmental or other organisation through departmental managers and subordinate executives. Occupations in this group include: Chief Operating Officer, Assistant Commissioner (Police), Hospital Administrator, Managing Editor and Trade Union Secretary.
- **134212 Nursing Clinical Director** – Plans, organises, directs, controls and coordinates nursing programs and clinical services in a hospital, aged care or other health service facility, maintains standards of nursing care, provides leadership to ensure an appropriately skilled nursing and midwifery workforce, and contributes to health service planning. Registration or licensing may be required. Occupations in this group include: Director of Nursing, Senior Nurse Manager, Assistant Director of Nursing, Deputy Director of Nursing and Executive Director of Nursing.

Executive Officer

Description

Executive Officers direct and manage various areas to achieve goals and maintain a smooth running office environment.

General roles may include:

- undertaking special projects and investigations of a complex and sensitive nature
- supervising and monitoring the work of clerical and secretarial staff
- developing policies
- reporting to management to review office performance.

Suggested ANZSCO codes

- **512111 Office Managers** – Organises and controls the functions and resources of an office such as administrative systems and office personnel.
- **521111 Personal Assistant** – Performs liaison, coordination and organisational tasks in support of Managers and Professionals.
- **224711 Management Consultant** – Assists organisations to achieve greater efficiency and solve organisational problems. Occupations in this group include: Business Consultant and Business Analyst.

Other possible ANZSCO codes

- **511112 Program or Project Administrator** – Plans and undertakes administration of organisational programs, special projects and support services. Occupations in this group include: Project Coordinator.
- **599112 Legal Executive** – Acts for and on behalf of clients in the areas of property transfer, company and business law, trusts, wills, probate and litigation under the general supervision of a Barrister or Solicitor. Registration or licensing may be required.
- **224411 Intelligence Officer** – Collects and analyses information and data to produce intelligence for an organisation to support planning, operations and human resource functions. Occupations in this group include: Criminal Intelligence Analyst and Defence Intelligence Analyst.

Freedom of Information Officer

Description

A Freedom of Information Officer reports to a manager about progress with projects and is responsible for the response to the *Freedom of Information Act 1992*.

General roles may include:

- designing, implementing and administering record systems and related information services
- disposing of files and other organisational records
- supporting efficient access, movement, updating and storage
- liaising with external bodies.

Suggested ANZSCO codes

- **224214 Records Manager** – Designs, implements and administers record systems and related information services, to support efficient access, movement, updating, storage, retention and disposal of files and other organisational records. Occupations in this group include: Freedom of Information Officer.

Other possible ANZSCO codes

- **224211 Archivist** – Analyses and documents records, and plans and organises systems and procedures for the safekeeping of records and historically valuable documents. Occupations in this group include: Film Archivist, Legal Archivist, Manuscripts Archivist and Parliamentary Archivist.
- **224999 Information and Organisation Professionals nec** – This occupation group includes Information and Organisation Professionals not elsewhere classified. Occupations in this group include: Electoral Officer, Forms Designer, Knowledge Manager, Lobbyist and Museum Registrar.
- **561311 Filing or Registry Clerk** – Processes and handles information and documents to maintain access to and security of database and record management systems. Occupations in this group include: Medical Record Clerk and Records Clerk.

Information/Research Officer

Description

Information/Research Officers manage and develop a wide range of policies and procedures.

General roles may include:

- evaluating, collating and processing information from various sources
- preparing documents, memos and standard reports
- analysing data
- verifying and ensuring the accuracy, validity and completeness of corporate data.

Suggested ANZSCO codes

- **224411 Intelligence Officer** – Collects and analyses information and data to produce intelligence for an organisation to support planning, operations and human resource functions. Occupations in this group include: Criminal Intelligence Analyst and Defence Intelligence Analyst.
- **224412 Policy Analyst** – Develops and analyses policies guiding the design, implementation and modification of government or commercial operations and programs. Occupations in this group include: Policy Adviser and Research.
- **561311 Filing or Registry Clerk** – Processes and handles information and documents to maintain access to and security of database and record management systems. Occupations in this group include: Medical Record Clerk and Records Clerk.
- **132511 Research and Development Manager** – Plans, organises, directs, controls and coordinates research and development activities within an organisation.
- **224712 Organisation and Methods Analyst** – Studies organisational structures, methods, systems and procedures. Occupations in this group include: Change Management Facilitator, Industry Analyst, Quality Auditor, Skills Auditor and Procedures Analyst.

Other possible ANZSCO codes

- **541211 Information Officer** – Responds to personal, written and telephone inquiries and complaints about the organisation's goods and services, provides information and refers people to other sources. Occupations in this group include: Inquiry Officer and Information Clerk.
- **135111 Chief Information Officer** – Plans, organises, directs, controls and coordinates the ICT strategies, plans and operations of an organisation to ensure the ICT infrastructure supports the organisation's overall operations and priorities.
- **224214 Records Manager** – Designs, implements and administers record systems and related information services, to support efficient access, movement, updating, storage, retention and disposal of files and other organisational records. Occupations in this group include: Freedom of Information Officer.

ICT Support Officer

Description

ICT Support Officers are employed in a wide range of organisations to assist users with problems they are experiencing with computers. Also referred to as technical support specialists or computer support specialists, ICT Support Officers provide support to the information-processing department of an organisation.

General roles may include:

- providing support, including procedural documentation and relevant reports
- ensuring that the Help Desk systems and software are kept up to date
- installing and configuring operating systems to agreed standards
- troubleshooting system, network, hardware and software problems
- maintaining user accounts and profiles and dealing with password issues.

Suggested ANZSCO codes

- **313112 ICT Customer Support Officer** – Provides support, education and guidance in the deployment and maintenance of computer infrastructure and the diagnosis and resolution of technical problems and issues. May work in a call centre. Occupations in this group include: ICT Help Desk Officer, ICT Help Desk Technician, Systems Support Officer, Network Support Technician and Operator Command Support Systems (Army).
- **313111 Hardware Technicians** – Supports and maintains computer systems and peripherals by installing, configuring, testing, troubleshooting, and repairing hardware.

Other possible ANZSCO codes

- **313113 Web Administrator** – Designs, builds and maintains websites, and provides web technology solutions and services. Occupations in this group include: Web Master.
- **263213 ICT Systems Test Engineer** – Specifies, develops and writes test plans and test scripts, produces test cases, carries out regression testing, and uses automated test software applications to test the behaviour, functionality and integrity of systems, and documents the results of tests in defect reports and related documentation. Occupations in this group include: Systems Tester and Test Analyst (ICT).
- **263212 ICT Support Engineer** – Develops support procedures and strategies for systems, networks, operating systems and applications development, solves problems and provides technical expertise and direction in support of system infrastructure and process improvements, and diagnoses and resolves complex system problems. Occupations in this group include: Support Analyst and Support Architect.
- **313199 ICT Support Technicians nec** – This occupation group covers ICT Support Technicians not elsewhere classified. Occupations in this group include: Applications Packager, Computer Systems Technician and Telecommunications Computer Systems Technician.

Liaison Officer

Description

A Liaison Officer is responsible for ensuring communication and cooperation between two or more parties.

General roles may include:

- contributing to the implementation of business and operational plans
- developing and maintaining effective networks with contractors and industry colleagues
- ensuring the effective operation of the work unit by planning, determining work priorities and working as part of a team
- undertaking administrative duties relevant to the position
- providing feedback on the ongoing needs of clients.

Suggested ANZSCO codes

- **224912 Liaison Officer** – Establishes and facilitates communication between different community groups, organisations and governments. Occupations in this group include: Aboriginal Liaison Officer, Business Liaison Officer, Community Liaison Officer, Disability Liaison Officer and Police Liaison Officer.
- **225311 Public Relations Professional** – Plans, develops, implements and evaluates information and communication strategies that create an understanding and a favourable view of an organisation, its goods and services, and its role in the community. Occupations in this group include: Media Liaison Officer, Press Officer, Promotions Officer, Public Affairs Officer, Public Relations Consultant, Public Relations Officer and Corporate Affairs Officer.

Other possible ANZSCO codes

- **411716 Youth Worker** – Assists young people as individuals or groups to solve social, emotional and financial problems in an agency framework. Occupations in this group include: Youth Officer, Youth Support Worker, Juvenile Justice Officer, Youth Accommodation Support Worker and Youth Liaison Officer.
- **422116 Teachers' Aide** – Assists teaching staff in preparing teaching materials and with general classroom tasks. Occupations in this group include: School Services Officer, Student Liaison Officer and Teachers' Assistant.
- **511111 Contract Administrator** – Prepares, interprets, maintains, reviews and negotiates variations to contracts on behalf of an organisation. Occupations in this group include: Contract Officer.

Planning Officer/Manager

Description

Planning Officer/Manager duties vary based on the department an officer supervises. This may vary from Urban Planners and Event Planners to Policy and Financial Officers that deal with planning strategic directions for organisations.

General roles may include:

- communicating with team leaders
- assisting and providing professional advice and recommendations
- ensuring that all staff maintain the highest professional standards and operate within the legal framework established through the relevant legislation appropriate to each service area
- formulating policies, strategies and guidelines.

Suggested ANZSCO codes

- **132411 Policy and Planning Manager** – Plans, organises, directs, controls and coordinates policy advice and strategic planning within an organisation. Occupations in this group include: Corporate Planning Manager, Policy Development Manager and Strategic Planning Manager.
- **232611 Urban and Regional Planner** – Develops and implements plans and policies for the controlled use of urban and rural land, and advises on economic, environmental and social factors affecting land use. Occupations in this group include: Land Planner, Town Planner and Traffic and Transport Planner.
- **224712 Organisation and Methods Analyst** – Studies organisational structures, methods, systems and procedures. Occupations in this group include: Procedures Analyst, Change Management Facilitator, Industry Analyst, Quality Auditor and Skills Auditor.

Other possible ANZSCO codes

- **222311 Financial Investment Adviser** – Develops and implements financial plans for individuals or organisations, and advises on investment strategies and their taxation implications, securities, insurance, pension plans and real estate. Registration or licensing may be required. Occupations in this group include: Financial Planning Adviser.
- **149311 Conference and Event Organiser** – Organises and coordinates services for conferences, events, functions, banquets and seminars. Occupations in this group include: Event Management Consultant, Event Planner and Exhibition Organiser.

Policy Analyst Officer/Manager

Description

Policy Analyst Officers/Managers provide information, research analysis and advice on matters relating to the organisation's functions. Duties vary depending on the work area they are in.

General roles may include:

- developing and analysing policies guiding the design, implementation and modification of government or commercial operations and programs
- leading discussions and explanations of complex policy concepts and development processes, risks and opportunities
- leading or contributing to operational policy projects that have a core policy component.

Suggested ANZSCO codes

- **224412 Policy Analyst** – Develops and analyses policies guiding the design, implementation and modification of government or commercial operations and programs. Occupations in this group include: Policy Adviser and Research.
- **132411 Policy and Planning Manager** – Plans, organises, directs, controls and coordinates policy advice and strategic planning within an organisation. Occupations in this group include: Corporate Planning Manager, Policy Development Manager and Strategic Planning Manager.
- **224712 Organisation and Methods Analyst** – Studies organisational structures, methods, systems and procedures. Occupations in this group include: Change Management Facilitator, Industry Analyst, Quality Auditor, Skills Auditor and Procedures Analyst.

Other possible ANZSCO codes

- **224411 Intelligence Officer** – Collects and analyses information and data to produce intelligence for an organisation to support planning, operations and human resource functions. Occupations in this group include: Criminal Intelligence Analyst and Defence Intelligence Analyst.
- **221111 Accountant (General)** – Plans and provides systems and services relating to the financial dealings of organisations and individuals, and advises on associated recordkeeping and compliance requirements. Registration or licensing is required. Occupations in this group include: Financial Analyst and Insolvency Practitioner.
- **511111 Contract Administrator** – Prepares, interprets, maintains, reviews and negotiates variations to contracts on behalf of an organisation. Occupations in this group include: Contract Officer.

Project Officer

Description

Project Officers work on a wide range of projects, programs, documents and research projects within an organisation. Duties vary based on the area they are in.

General roles may include:

- undertaking projects or project activity and where required
- providing verbal and written advice
- organising work and communication to achieve project timelines and advise if issues arise that could impact quality of solution or timeliness of delivery
- providing executive support
- preparing documents, discussion papers, submissions and reports relating to projects.

Suggested ANZSCO codes

- **224412 Policy Analyst** – Develops and analyses policies guiding the design, implementation and modification of government or commercial operations and programs. Occupations in this group include: Policy Adviser and Research Analyst.
- **224712 Organisation and Methods Analyst** – Studies organisational structures, methods, systems and procedures. Occupations in this group include: Change Management Facilitator, Industry Analyst, Quality Auditor, Skills Auditor and Procedures Analyst.
- **511112 Program or Project Administrator** – Plans and undertakes administration of organisational programs, special projects and support services. Occupations in this group include: Project Coordinator.

Other possible ANZSCO codes

- **223111 Human Resource Adviser** – Provides staffing and personnel administration services in support of an organisation's human resource policies and programs. Occupations in this group include: Human Resource Consultant and Personnel Officer.
- **262111 Database Administrator** – Plans, develops, configures, maintains and supports an organisation's database management system in accordance with user requirements ensuring optimal database integrity, security, backup, reliability and performance. Occupations in this group include: Database Operator, Database Specialist, Database Support and Database Analyst.
- **599411 Human Resource Clerk** – Maintains and updates personnel records such as information on transfers and promotions, employee leave taken and accumulated, salaries, superannuation and taxation, qualifications and training. Occupations in this group include: Employment Office Clerk, Human Resources Records Clerk, Personnel Records Clerk, Psychological Examiner (Army) and Roster Clerk.
- **531111 General Clerk** – Performs a range of clerical and administrative tasks.

Records/File Clerk

Description

Records/File Clerks provide recordkeeping, secretarial, clerical, and organisational services that ensure the smooth and efficient operation of an organisation.

General roles may include:

- maintaining, updating and organising an organisation's records
- data entry
- answering queries by searching and retrieving files
- working with electronic storage media.

Suggested ANZSCO codes

- **561311 Filing or Registry Clerk** – Processes and handles information and documents to maintain access to and security of database and record management systems. Occupations in this group include: Medical Record Clerk and Records Clerk.
- **531111 General Clerk** – Performs a range of clerical and administrative tasks.
- **561411 Mail Clerk** – Collects, sorts and despatches mail within an organisation. Occupations in this group include: Mail Officer.
- **599411 Human Resource Clerk** – Maintains and updates personnel records such as information on transfers and promotions, employee leave taken and accumulated, salaries, superannuation and taxation, qualifications and training. Occupations in this group include: Employment Office Clerk, Human Resources Records Clerk, Personnel Records Clerk, Psychological Examiner (Army) and Roster Clerk.
- **532111 Data Entry Operator** – Operates a keyboard to input and transfer data into a computer for storage, processing and transmission. Occupations in this group include: Data Processing Operator.

Other possible ANZSCO codes

- **551311 Payroll Clerk** – Prepares payroll and related records for employee salaries and statutory recordkeeping purposes.
- **591112 Production Clerk** – Records and coordinates the flow of work and materials between departments, examines orders for goods, and prepares production schedules. Occupations in this group include: Production Recorder, Schedule Clerk, Delivery Clerk and Logistics Clerk.
- **541211 Information Officer** – Responds to personal, written and telephone inquiries and complaints about the organisation's goods and services, provides information and refers people to other sources. Occupations in this group include: Inquiry Officer and Information Clerk.

Supervisor/Team Leader

Description

Supervisors/Team Leaders perform a range of tasks depending on the type area they work in. Generally, they will manage the day-to-day planning, operation and problem-solving so that a team meets its required level of service or production. In an office environment they may create clear and attainable project objectives, ensure that the team addresses all relevant issues within specifications and standards while a call centre team lead monitors calls and coaches performance.

General roles may include:

- team development
- implementing new production targets, performance metrics and processes as these are developed
- preparing operational schedules coordinating activities to ensure quality meets specifications
- resolving worker grievances or submitting unsettled grievances
- providing supervision and direction to subordinate staff and coordinates work flow.

Suggested ANZSCO codes

- **541111 Call or Contact Centre Team Leader** – Oversees and determines work requirements, monitors telephone calls, coaches and allocates duties to Call or Contact Centre Operators. Occupations in this group include: Call Centre Supervisor, Contact Centre Supervisor, Call or Contact Centre Coach and Call or Contact Centre Workforce Planner.
- **511112 Program or Project Administrator** – Plans and undertakes administration of organisational programs, special projects and support services. Occupations in this group include: Project Coordinator.
- **512111 Office Manager** – Organises and controls the functions and resources of an office such as administrative systems and office personnel.

Other possible ANZSCO codes

- **254311 Nurse Manager** – Manages a health service unit or sub-unit of a hospital, aged care or community health care facility, supervises nursing staff and financial resources to enable the provision of safe, cost effective nursing care within a specified field or for a particular unit, and monitors quality, clinical standards and professional development of nurses. Registration or licensing is required. Occupations in this group include: Charge Nurse, Nurse Supervisor and Nurse Unit Manager.
- **421111 Child Care Worker** – Provides care and supervision for children in programs, such as long day care and occasional care, in childcare centres, hospitals and educational centres. Registration or licensing may be required. Occupations in this group include: Child Care Aide, Child Care Group Leader, Children's Nursery Assistant and Crèche Attendant.

Support Officer

Description

Support Officers are responsible for providing secretarial, clerical and administrative support in order to ensure effective and efficient running of the organisation's functions.

General roles may include:

- receiving, directing and relaying telephone messages and fax messages
- maintaining the general filing system and filing all correspondence
- assisting in the planning and preparation of meetings
- providing word-processing and secretarial support
- responding to general enquiries.

Suggested ANZSCO codes

- **531111 General Clerk** – Performs a range of clerical and administrative tasks.
- **521211 Secretary (General)** – Performs secretarial, clerical and other administrative tasks in support of Managers and Professionals.
- **561311 Filing or Registry Clerk** – Processes and handles information and documents to maintain access to and security of database and record management systems. Occupations in this group include: Medical Record Clerk and Records Clerk.
- **512111 Office Manager** – Organises and controls the functions and resources of an office such as administrative systems and office personnel.
- **423312 Nursing Support Worker** – Provides limited patient care under the direction of nursing staff. Occupations in this group include: Assistant in Nursing and Paramedical Aide.

Other possible ANZSCO codes

- **541112 Call or Contact Centre Operator** – Answers customer telephone messages, Internet and email inquiries about goods and fax messages.
- **599411 Human Resource Clerk** – Maintains and updates personnel records such as information on transfers and promotions, employee leave taken and accumulated, salaries, superannuation and taxation, qualifications and training. Occupations in this group include: Employment Office Clerk, Human Resources Records Clerk, Personnel Records Clerk, Psychological Examiner (Army) and Roster Clerk.
- **521212 Legal Secretary** – Performs secretarial, clerical and other administrative tasks in support of Legal Professionals applying knowledge of legal terminology, procedures and documents.

Trainee

Description

Trainees undertake a structured program of learning including personal study, academic work, research, placement learning and assessment.

General roles may include:

- assisting with arrangement of appointments, meetings and training sessions as required
- performing administrative duties
- taking incoming calls and questions
- preparing general correspondence.

Suggested ANZSCO codes

- **531111 General Clerk** – Performs a range of clerical and administrative tasks.
- **541211 Information Officer** – Responds to personal, written and telephone inquiries and complaints about the organisation's goods and services, provides information and refers people to other sources. Occupations in this group include: Inquiry Officer and Information Clerk.
- **542111 Receptionist (General)** – Greets clients and visitors, and responds to personal, telephone, email and written inquiries and requests.

Other possible ANZSCO codes

- **551311 Payroll Clerk** – Prepares payroll and related records for employee salaries and statutory recordkeeping purposes. Occupations in this group include: Pay Clerk and Payroll Officer.
- **561411 Mail Clerk** – Collects sorts and despatches mail within an organisation. Occupations in this group include: Mail Officer.
- **599711 Library Assistant** – Issues, receives and shelves library items and maintains associated records. Occupations in this group include: Library Attendant and Library Clerk.
- **561611 Switchboard Operator** – Operates telecommunication switchboards and consoles to assist callers establish telephone connections, and receive caller inquiries and fault reports. Occupations in this group include: Telephone Operator.
- **561311 Filing or Registry Clerk** – Processes and handles information and documents to maintain access to and security of database and record management systems. Occupations in this group include: Records Clerk and Medical Record Clerk.
- **532111 Data Entry Operator** – Operates a keyboard to input and transfer data into a computer for storage, processing and transmission. Occupations in this group include: Data Processing Operator.

Training and Development Officer/Manager

Description

Training and Development Officers/Managers develop and coordinate policies and programs to improve employee skills, knowledge, understanding and motivation as part of an ongoing, long-term continuous professional development.

General roles may include:

- managing the development, delivery and quality assurance of all learning and development in accordance with the organisation's policies and procedures
- managing and measuring comprehensive training packages that encompass both of these elements in order to maintain a motivated and skilled workforce
- working with managers and colleagues to develop and implement effective induction programs and material
- keeping accurate training records that are comprehensive and up-to-date.

Suggested ANZSCO codes

- **223311 Training and Development Professional** – Plans, develops, implements and evaluates training and development programs to ensure management and staff acquire the skills and develop the competencies required by an organisation to meet organisational objectives. Occupations in this group include: Training Officer, Education Officer (Air Force and Army) and Training Systems Officer (Navy).
- **132511 Research and Development Manager** – Plans, organises, directs, controls and coordinates research and development activities within an organisation.
- **132311 Human Resource Manager** – Plans, organises, directs, controls and coordinates the human resource and workplace relations activities within an organisation. Occupations in this group include: Personnel and Employee Relations Manager, Occupational Health and Safety Manager, Training and Development Manager and Workplace Relations Manager.
- **223111 Human Resource Adviser** – Provides staffing and personnel administration services in support of an organisation's human resource policies and programs. Occupations in this group include: Human Resource Consultant and Personnel Officer.

Other possible ANZSCO codes

- **511112 Program or Project Administrator** – Plans and undertakes administration of organisational programs, special projects and support services. Occupations in this group include: Project Coordinator.
- **599411 Human Resource Clerk** – Maintains and updates personnel records such as information on transfers and promotions, employee leave taken and accumulated, salaries, superannuation and taxation, qualifications and training. Occupations in this group include: Employment Office Clerk, Human Resources Records Clerk, Personnel Records Clerk, Psychological Examiner (Army) and Roster Clerk.