



Offices in Toowoomba, Bundaberg, Darwin, Sunshine Coast and Townsville

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CLERICAL TEAM LEADER POSITION DETAILS

Position details.

Position term: Continuing position	Closing date: 4pm – MON 17 February 2025
Position status: Full-time	Email applications to: Human Resources Officer mcampanini@ieuqnt.org.au
Position location: Brisbane	

Role purpose

The role of the Clerical Team Leader is to provide contemporary management and guidance to the clerical team. You will be responsible for supporting, managing, and motivating clerical team members.

In this role you will be required to work alongside clerical team members and undertake a range of clerical duties as required of a clerical team member. As the clerical team leader, you will be the contact point for all clerical team members and other work teams within our Union, so your communication and collaboration skills should be excellent.

You should also be able to act proactively to ensure smooth team operations and effective collaboration. Ultimately, you should lead by setting a good example and engage the team to achieve goals.

Reporting relationships

The Clerical Team Leader is immediately responsible to an Assistant Secretary and ultimately responsible to the Branch Secretary.

Duties and Responsibilities

In this role your duties will include:

- Creating an inspiring team environment with an open communication culture.
- Setting clear team goals.
- Delegating tasks and setting deadlines.
- Overseeing day-to-day operations of the clerical team.
- Monitoring team performance and achievement of outcomes.
- Motivating team members.
- Identifying training needs and providing coaching.
- Listening to team members' feedback and resolving any issues or conflicts.
- Recognizing high performance and rewarding accomplishments.
- Encouraging creativity and risk-taking.
- Identifying and organising approved team building activities.
- Supporting event co-ordination.
- Contributing to the operational practices of our Union.
- General clerical duties as required of a clerical team member.

A detailed and comprehensive position description will be provided on commencement.

Selection Criteria

Your application should specify your relevant qualifications and background and then address the following selection criteria:

1. Proven work experience as a Clerical/Administration Team Leader, or similar role.
2. High level knowledge with practical experience in the use of the Microsoft Office 365 suite and contemporary electronic communications and administrative platforms.
3. A high degree of interpersonal and communication skills.
4. Ability to prioritise workflow.
5. Appreciation of union values.

Training and on-going support will be provided.

Additional information

- Certification in the Microsoft 365 software packages is highly desirable.
- Competency in electronic communication and administrative platforms is essential.
- Relevant post- secondary qualifications may be appropriate but are not essential.
- Our union is committed to providing on-going professional development and training for its employees.
- Our union promotes a non-smoking lifestyle.
- Further information in relation to our union may be obtained from our website www.ieuqnt.org.au.

<p>CLERICAL TEAM LEADER</p> <p>SALARY STRUCTURE AND CONDITIONS</p>
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1. The position is classified under the IEUA-QNT Clerical Staff Collective Agreement 2024, and all conditions of employment are contained in that document.
2. This position is designated in the range Level 4 Step 1 (\$82,973 pa.) to Level 4 Step 4 (\$91,134) or Level 5 Step 1 (\$92486) to Level 5 Step 4 (\$100 654) of the Clerical Wage Scale. A 4% increase will apply as at 28 April 2025.
3. Appointment to a salary level will be made based on qualifications and experience.
4. Other Conditions:

(a) Recreational Leave	4 weeks per annum
(b) Personal Leave	15 days per year
(c) Bereavement Leave	3-5 days depending on circumstances
(d) Carer's Leave	As per National Employment Standards
(e) Clerical Leave	9 days per year
(f) Superannuation	12.75% including SGC paid by our union. Additional employer contribution is based on an employee co-contribution.