



New South Wales Teachers Federation

a branch of the Australian Education Union
AEU NSW Teachers Federation Branch ABN 86 600 150 697



PROFESSIONAL SUPPORT OFFICERS (5)

Professional Support Officers will have responsibility to:

- a. Provide advice to members about problems related to their employment and working conditions. This advice is to be initiated through correspondence, telephone calls, emails and interviews with members;
- b. Liaise with other Officers about such matters;
- c. Keep appropriate and updated records (electronic and others) about all interactions with members, employers, legal representatives;
- d. Be responsible for the development and creation of information leaflets for members about employment and working conditions and any changes to them. This task will require liaising with the Deputy Secretary (Research/Industrial and Professional Support) and referring some matters to an appropriate Officer, Deputy Secretary and/or the General Secretary for input;
- e. Act as the Duty Professional Support Officer on a rostered basis;
- f. As part of their role, Professional Support Officers will have a caseload of legal cases. As well as preparing the appropriate précis and recommendations for the Legal Cases Committee, they will, as required, write briefs about particular legal cases for the purpose of consideration by Industrial Officers or legal representatives as appropriate;
- g. Attend the Legal Cases Committee meetings to provide information to the Deputy Secretary (Research/ Industrial and Professional Support) who will act as the Legal Cases Secretary; and
- h. Represent members, when appropriate, in negotiations with the relevant departments, employing authorities and other bodies.

While Officers are generally elected to specialised positions, Officers may be required to undertake other duties as requested by the General Secretary.

Professional Officers and Officers under the Act are expected to understand the major campaigns being pursued by the various sectors of the union from time to time.

All Officers are expected to be able to assist members to obtain information or services from the union and to have a working knowledge of the major awards, agreements, determinations and regulations that cover the membership of Federation.

Professional Officers and Officers under the Act may be required to work hours that take into account the extended hours of operation of some work sites.

Recruitment of members is a priority for Federation and a responsibility of all Officers.

Federation recognises its obligation to ensure that information is available and that Officers are trained in order to achieve this requirement.

The General Secretary position and the four Deputy Secretary positions are Officers under the Act and the Rules of the organisation and their election is undertaken by the Australian Electoral Commission.

Duties common to all Professional Officers (2025 – 2026)

As Professional Officers are elected by Branch Council and responsible to the General Secretary for the implementation of the decisions of Branch Conference, Branch Council and Branch Executive, all Officers are required to:

1. Attend Branch Conference, Branch Council and Officers' meetings, whenever not prevented by carrying out other duties, and attend Branch Executive when possible and appropriate, to provide

reports and advice to the Branch Executive

2. Participate in campaigns
3. Maintain close relationships with the membership and assist them with issues related to their employment. This will include participation in rosters as negotiated, including phone duties, where Officers may be required to participate at least four hours per fortnight (Professional Support Officers are exempt from the phone duty roster)
4. Recruit new members as a continuous part of their work
5. Address school, college and Association meetings when required by the General Secretary;
6. Irrespective of the elected area of responsibility, the General Secretary may require an Officer to service any other area as the need arises
7. Be assigned to assist the activities of a Committee or Special Interest Group within Federation by attending its meetings and providing liaison between the Committee/SIG and the Federation office
8. Address the demands of the priority campaigns of Federation. All Officers may, from time to time, be required by the General Secretary to work outside the duties specified in the duty statement for the position held. For a specified period of time, this may involve performing duties outlined in the duty statements of other Officers
9. Comply with NESA accreditation requirements for officers in the general division;
10. Engage with a negotiated performance and development process over time.

