



Division of Administrative Services Review

HiQ Contact Centre

Operating Hours:

- The operating hours of the HiQ Contact Centre are:
 - . 7.00am-10.00pm Monday-Friday (requiring staff to start at 6.45am)
 - . 9.00am-5.00pm Saturday-Sunday and Public Holidaysexcept during non-peak periods when the weekday opening hours are reduced to:
 - . 8.00am-6.00pm Monday-Friday (with no change to weekend hours).

Insufficient Funding for HiQ Contact Centre:

- There are 22 Ongoing HEW5 positions in the HiQ Contact Centre (originally 12 HEW5 and 10 HEW4, with the HEW4 positions subsequently being reclassified to HEW5) which have not been fully occupied with Ongoing staff (estimated there has only been 16 Ongoing/Fixed-Term staff employed since inception, with it taking until mid-2019 for a further 6 Ongoing HEW5 positions to be advertised (noted that applications for 5 of these Ongoing HEW5 positions were limited to existing staff with more than 6 months experience in HiQ).
- In May 2019, Ongoing HEW5 staff in the HiQ Contact Centre were advised that the Human Resources Department have directed that Fixed-term and Ongoing staff will be required to work within the 8.00am-6.00pm, Monday- Friday span of hours due to the budget position, area needs and enquiry load.
- This decision demonstrates that the HiQ Contact Centre is unable to sustain the extended operating hours within the current funding model and raises concerns about casualisation occurring to the HEW5 workforce (estimated that there has been continuously 30+ casual HEW5 staff employed in the HiQ Contact Centre).
- Additionally, the decision to restrict the working hours for the core Ongoing HEW5 staff in the HiQ Contact Centre appears to be inequitable as this decision results in less opportunity for work/life balance than that for HEW5 casual staff (who are already accessing penalty rates for working weekends and public holidays).
- Further as the breadth of responsibilities of HiQ continues to grow, there is concern that the workforce budget is insufficient to accommodate the staffing requirements for the increased workload. Originally, services offered in HiQ were those that were delivered prior to inception, which were in the areas of Student Administration, Information Technology and Library. HiQ services have increased to include the Student Success Group and Faculty enquires. It is noted that three additional positions were being made available in HiQ to assist with the increased workload for faculty enquiries. Information is sought on how these positions were tenured and where they are located, as well as whether there is any future Ongoing staff increase proposed for the HiQ Contact Centre.

HEW3 Student Peer Concierges:

- The University originally advised that the work proposed to be performed by Student Peer Concierges, will not be work that is currently performed by professional staff.
- Originally Student Peer Concierges were only employed in the HiQ Services Points. This was extended to the HiQ Contact Centre in March 2019 as a trial for 4 weeks and has subsequently continued.

- It is estimated that there are up to approximately 5 casual Student Peer Concierge working each day in the HiQ Contact Centre with training and support provided by a HEW5 Adviser undertaking the role of a Subject Matter Experts (DEC) which takes this person away from front-line duties and has resulted in a reduction in the number of workstations available to HEW5 Advisers.
- Student Peer Concierges are now undertaking the role of HEW5 Professional Staff by identifying students (access that was not to be available for HEW3 Student Peer Concierge who were intended to only undertake directional work), as well as responding to Future Student enquiries (which can be complex in nature) in AskQUT and it is felt that the enquiries received through the HiQ Contact Centre are generally complex and often require access to QUT systems which require identification of the caller and adherence with privacy requirements.
- Student Peer Concierges are being appointed from HEW3 to HEW5 or higher level casual or fixed-term positions. How many HEW3 Student Peer Concierges have been appointed to HEW5 positions and how many are being appointed to HEW6 positions in HiQ? How are they able to meet the HEW criteria under the Enterprise Agreement?
- Concern exists that opportunities for Professional Staff are impacted as a result of professional staff work being performed by non-Professional Staff.

Insufficient workstations:

- Workstation allocation planning has continued to be an ongoing issue, with staff reporting that they arrive and do not know where to sit to start working, and this is also impacting Ongoing HEW5 staff. Provision of allocated workstations for casual HEW3 Student Peer Concierge staff has been made. A resolution is required as it is not efficient for staff to turn up and not know where they are sitting.
- As a result of no solution being implemented to manage the basic resource of workstation allocation:
 - . productivity is being lost as the systems at QUT do not lend themselves to hot-desking (including with HEAT Voice)
 - . staff do not know where to sit, feel like visitors in their workplace and not valued
 - . staff are unable to find chairs that they have set up for their health and safety requirements in the place where they left them
 - . staff who require footstools need to locate a footstool to use
 - . staff need to move their belongings, resulting in further productivity loss
 - . a culture of a lack of respect for other's personal or workstation property is occurring and continues despite being raised at Team Meetings.
- Additionally, with the increasing number of Seniors (from 2 HEW6 in the HiQ Implementation Plan to 3-4 HEW6 for most of the time since the HiQ Contact Centre opened) as well as an increase in Subject Matter Experts (DECs) from 1 (for Information Technology) to 3-4 (for Student Administration, Library and Peer Concierges) and workstations now being dedicated for up to approximately 5 casual HEW3 Student Peer Concierge in the HiQ Contact Centre, even with the overflow space at Kelvin Grove campus which opened in late 2018/early 2019, there is concern that there is insufficient workstations available for front-line HEW5 staff to meet client enquiry volumes.
- Total workstations at Garden Point HiQ Contact Centre is 30 (with currently only approximately 19 workstations available weekdays for HEW5 front-line staff after allocations for Team Leader, HiQ Seniors, Subject Matter Experts (DECs) and HEW3 Student Peer Concierges).
- Total workstations at Kelvin Grove Contact Centre Overflow is 8 (with approximately up to 6 available weekdays for HEW5 Contact Centre staff, with 1 allocated to a HiQ Senior or Subject Matter Expert (DEC) and 1-2 of these workstations also utilised by the Kelvin Grove Service Point for HEW5 Advisers rostered for chat).
- Is it proposed to review the staffing and workstation requirements for the HiQ Contact Centre to ensure staffing is meeting operational requirements and sufficient space is provided for the core front-line HEW5 Ongoing staff?