

Introducing UQ Marketplace

The University of Queensland has launched an initiative to match available staff with areas in need during the COVID-19 pandemic. UQ Marketplace pairs staff with a reduced workload due to coronavirus impacts with areas within the University which are experiencing an increased demand. The initiative allows staff to diversify their skills and assist UQ by delivering resources to the areas that need it most.

Overview

UQ Marketplace has been developed as a way to temporarily divert staff resources to areas requiring greater support due to COVID-19. UQ Marketplace will connect areas requiring additional staff support with staff whose usual workload has reduced during this period. This exchange will be coordinated by HR's UQ Marketplace Team within the Recruitment Services Unit, who will connect workplaces and staff while adhering to the principles below.

Benefits

The aim of UQ Marketplace is to support areas most in need of additional staff due to the impact of COVID-19, while also providing staff with additional opportunities to support the University during this time of need. Managers are asked to consider the benefits in using capacity or diversifying staff skills while making a contribution to UQ during this unprecedented period.

Principles

UQ Marketplace will operate in accordance with the following principles:

- The UQ Marketplace does not reduce or affect in any way a staff member's rights and entitlements under The University of Queensland Enterprise Agreement 2018-2021.
- Participating staff members must be continuing, fixed-term and eligible casual staff covered under The University of Queensland Enterprise Agreement 2018-2021 (during the period the staff member is contracted to UQ: see additional detail at the end of this document).
- Participating staff must have available capacity as a result of COVID-19-related impacts to their role and have the confirmed support of their immediate manager to participate.
- Determinations of how much capacity a staff member has to offer to UQ Marketplace will be by mutual agreement between the staff member and their supervisor.
- Human Resources will match staff with work areas on the basis of likely transferable skills and like-for-like duties wherever possible. Due to time and efficiency considerations, traditional recruitment measures will not be used.
- Matching will be conducted on a first-in, first-served basis.
- Matches will be made at or below a staff member's substantive position.
- This contribution is on a pro-bono basis and therefore current employment conditions, including salary arrangements, will remain the same. There will be no contractual or remuneration changes associated with the short-term diversion of staff to other roles.
- Opportunities must be genuinely temporary in nature and cannot exceed four weeks in duration.

UQ Marketplace process

There are two streams of activity within UQ Marketplace.

Stream one:

- Managers requiring additional staff lodge a request via a Marketplace opportunity card on UQ Jobs.
- The opportunity card comprises:
 - the weekly time commitment;
 - duration of support required;
 - an approximate HEW or academic level for the role;
 - nature of the duties involved; and
 - key skills required for the work.
- Staff wishing to participate can then identify opportunities that suit their skills and circumstances through UQ Jobs.
- Staff can express their interest in an Opportunity by submitting a brief skills and experience summary for consideration, and evidence that their manager endorses their application.
- Staff should identify their current work location and this will be taken into consideration in the matching process.

Stream two:

- Managers who have identified staff in their teams with available capacity as a result of current circumstances can approach these staff members to participate in UQ Marketplace. Alternatively, staff that self-identify that they have available capacity can proactively sign-up to UQ Marketplace by seeking release from their manager to participate.
- Where staff members and their managers cannot reach mutual agreement as to how much capacity the staff member has to offer to UQ Marketplace, the head of organisational unit will make the decision. The staff member is entitled to a support person or representative at that meeting. The grievance policy and industrial dispute provisions of the Enterprise Agreement do not apply.
- This process entails submitting a brief skills and experience summary via an [Expression of Interest](#).
- This skills summary will be used to match staff with Marketplace Opportunity cards submitted by other managers.

For each stream, the UQ Marketplace team will facilitate a quick and efficient matching process between the commissioning manager's task brief and an appropriate participating staff member's skills and experience. Once the proposed match is agreed by both parties, the opportunity manager can engage the participant and work on the commissioned activities can begin.

The nature of opportunities on UQ Marketplace will vary. Any opportunities that are business critical to be performed on campus must be identified accordingly on UQ Marketplace. All other opportunities will be appropriate for remote work.

See the **additional details** section at the end of this document for more detailed information relating to: participation; timeframes; matching process and documentation; induction and performance arrangements; concluding arrangements; and commercial arrangements.

Example use case

Scenario one: the International Student Support Team requires assistance with finding temporary accommodation and/or host families for international students impacted by recent events. The manager lodges a marketplace Opportunity Card which is posted on UQ Jobs. A HEW 4 staff member sees the opportunity and seeks manager approval to be released to support this strategically important task. They submit an Expression of Interest for the task and are matched to the role. They work in the International Student Support Team for three weeks, while retaining their current remuneration and flexible working arrangements.

Scenario two: a manager of one of UQ's events management teams has found their team's workload to be significantly decreased due to COVID-19. They approach their staff member to participate in UQ Marketplace for the next four weeks. The staff member agrees and joins UQ Marketplace for this period. Another area requires staff for an urgent student engagement project. They lodge a marketplace opportunity card requesting additional temporary resources. The staff member and opportunity are matched through UQ Marketplace, noting the alignment between event management and student engagement skillsets. All parties agree that for a period of two weeks, the event management staff members will work for two days per week supporting the student engagement task.

Questions

For more information on using or participating in UQ Marketplace, contact the [Ask HR](#) team.

Additional details

Participation

Participation is open to continuing, fixed term and eligible casual staff covered under The University of Queensland Enterprise Agreement 2018-2021 (during the period the staff member is contracted to UQ) only; participation is not open for staff currently on leave.

They must have available capacity as a result of COVID-19-related impacts to their role and have the confirmed support of their immediate manager to participate.

Casual staff would be eligible to access UQ Marketplace if they have worked for UQ and been paid within the previous month. It is noted that continuing and fixed-term staff will be prioritised in the allocation of work.

Participation may also be open to staff currently participating in a redeployment process. Further discussions to determine individual eligibility of staff in these circumstances should be held with the relevant HR Relationship Manager.

Participation is not open for fixed-term staff members whose contracts have expired (or will expire during the term of the activity) or staff members currently on leave. Fixed-term staff whose substantive contract concludes before the end of the opportunity's period of need will also not be eligible for that engagement, nor will staff whose positions are funded through external funding.

While staff are not required to participate in the UQ Marketplace, staff are to consider the benefits in using capacity or diversifying staff skills while making a contribution during this unprecedented period.

This contribution is on a pro-bono basis and therefore current employment conditions, including salary arrangements, will remain the same. While working on these engagements, substantive positions and teams come first, so participants must gain endorsement from their manager before participating.

Timeframes

Opportunities must be genuinely temporary in nature and cannot exceed four weeks in duration. UQ Marketplace cannot be used as an enduring solution for a new or vacant roles, or to replace a conventional recruitment process.

UQ Marketplace will operate while UQ continues to have available workforce capacity due to the impacts of COVID-19, and the program is successful in making a positive contribution to addressing them.

Matching process and documentation

At this time, matching will be led by the UQ Marketplace team within the Recruitment Services Unit. Matches will be made on the basis of the requirements of the duties and the requisite skills required to deliver them, noting that matches should be made where the required duties are typically equivalent to those of a role that is equivalent to or below an staff member's substantive position.

As the matching is for short-term activities rather than to a new role, matches will be made on the basis of maximising expediency (i.e. linking opportunities to the first appropriate participant available) and traditional recruitment-style selection methods will not be used. Similarly, a successful match will not require the participating staff member to enter into a new contract or contract variation, nor will it require a position description. The task brief prepared by the commissioning manager will serve as the record of purpose, duties, outcomes and timeframe.

Record of the match will be kept by the HR team on acceptance by the staff member.

Induction and performance arrangements

Once a match has been accepted, the commissioning manager is required to induct the participating staff member to the level required to undertake the specified duties.

A UQ Marketplace match arrangement will not count toward a participating staff member's annual performance review. Correspondingly, commissioning managers will not be expected to engage in any performance management or goal setting processes with participating staff members. A record of performance will not be maintained as it relates to the staff member's participation undertaking the specified duties.

Note that the experience of both participating staff members and commissioning managers will be tracked at the conclusion of each matched arrangement to monitor the performance of UQ Marketplace and identify opportunities for improvement. No submissions will include individually identifiable information.

Concluding arrangements

The strong preference is that participating staff members are allowed to complete a negotiated period of work. Under typical circumstances, the match arrangement will end when the period of release is concluded, the specified purpose of the match is delivered, or the arrangement is otherwise no longer required by the commissioning manager.

It is anticipated that a participating staff member would only end the arrangement early under extraordinary circumstances. Such circumstances may occur where the activities and duties required are materially different to those outlined in the agreed task brief and the participating staff member is not comfortable that they have the required skills to deliver on them. In such cases, commissioning managers and participating staff members should be encouraged to discuss revised expectations prior to discontinuing the arrangement.

It is anticipated that a releasing manager would only end the agreement early and recall the participating staff member in similarly extraordinary circumstances.

Commercial arrangements

Salary for participating continuing and fixed-term staff members will continue to be paid by the releasing team and at the staff member's substantive rate. There will be no internal cost transfer or recovery between teams participating in UQ Marketplace in relation to continuing and fixed-term staff. To ensure these arrangements remain straightforward to administer, note that no matching arrangements will be approved where there are additional allowances, overtime or penalty rates attached to the duties in the task brief.

Noting that continuing and fixed-term staff members take priority in assigning opportunities under UQ Marketplace; where a casual staff member is matched to an opportunity, their wages will be paid by the commissioning team.