

ALTERNATIVE DISPUTE RESOLUTION SPECIALIST

BRANCH/UNIT	People and Safety		
TEAM	Workplace Relations		
LOCATION	Optional		
CLASSIFICATION/GRADE/BAND	TWL9		
POSITION NO.	TBA		
ANZSCO CODE	223113	PCAT CODE	TBA
TAFE Website	www.tafensw.edu.au		

1. ORGANISATIONAL ENVIRONMENT

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

2. POSITION PURPOSE

The Alternative Dispute Resolution (ADR) Specialist is responsible for ensuring the provision of processes to equip Regional and Corporate management with the skills and ability to apply professional and confidential process in the management and resolution of internal, workplace conflict in compliance with TAFE NSW policies and Fair Work Legislation.

3. KEY ACCOUNTABILITIES

1. Apply the established dispute resolution processes and procedures for mitigating workplace conflict to assist managers and leaders in the organization become more able to manage conflict in the workplace. Be innovative in your application of alternative dispute resolution whilst mitigating the associated risks.
2. Design and deliver education program to ensure managers have the resources to anticipate and prevent or manage workplace conflict as well as the skills required to mitigate and assist in the resolution of workplace conflict as it occurs.
3. Build effective working relationships with stakeholders across TAFE NSW including Business Partners and Workplace Relations staff to identify trends in workplace conflict that have the potential to be exacerbated by significant organisational changes.
4. Collaborate with Business Partners to obtain insights and assessments of current workplace conflict, the need for alternative dispute resolution and the appropriate resolution mechanism including but limited to, mediation, conflict management coaching and facilitated conversations
5. Assist in the development and maintenance of the alternative dispute resolution panels drawn from the People Business Partners and more broadly through tailored training, external provider training and professional development to ensure the provision of timely dispute resolution.
6. Provide alternative dispute resolution services to individuals and groups by direct provision of services or recommending capable and accredited external providers.
7. Consult with individuals and groups part of disputes to determine the most appropriate alternative dispute resolution processes to use for conflict resolution to uncover the issues, initiate problem solving and resolution identification and drive positive attitudinal and relationship change.
8. Provide the Manager Alternative Dispute resolution with comprehensive and objective reports on alternative dispute resolution case management and outcomes to inform decision making and staff capability development needs.
9. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe healthy and inclusive work environment. Placing the customer at the center of all decision making.
10. Work with the Line Manager to develop and review meaningful performance management and development plans.

4. KEY CHALLENGES

- Designing and delivering best practice conflict resolution training to equip managers across the organization to take responsibility for managing conflict at the lowest appropriate level.
- Maintaining the professional boundaries of the role and ensure operational and ethical integrity of the processes conducted.
- Maintaining orderly behaviour between parties during the dispute resolution process by reinforcing the importance of listening to the content of opposing views and generating appropriate solutions.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Manager, Alternative Dispute Resolution	<ul style="list-style-type: none"> • Receive leadership, support and advice. • Consult on development of procedures manual and training program.
Workplace Relations Teams	<ul style="list-style-type: none"> • Collaborate on complex matters and assist where applicable • Refer matters that are not suitable for Alternative Dispute Resolution
People and Culture People Business Partners TAFENSW.EDU.AU	<ul style="list-style-type: none"> • Collaborate to receive referrals of matters for Alternative Dispute Resolution • Assist to build capability in Business Partners in conflict management and resolution

6. POSITION DIMENSIONS

Reporting Line: Manager, Alternative Dispute Resolution

Direct Reports: Nil

Indirect Reports: Nil

Financial Delegation:

Budget/Expenditure:

Decision Making:

- Makes decisions on complex and sensitive issues that are based on professional judgment, evaluating risks and in the context of a complex and changing environment.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

7. ESSENTIAL REQUIREMENTS

1. Degree qualification in related field or equivalent industry experience and professional accreditation.
2. Sound knowledge of Fair Work Legislation.
3. Ability to address and meet focus capabilities as stated in the Position Description.




8. CAPABILITIES

NSW Public Sector Capability Framework

Below is the full list of capabilities and the level required for this role as per the [NSW Public Sector Capability Framework](#). The capabilities **in bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational > Intermediate > Adept > Advanced > Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
 Personal Attributes	Display Resilience & Courage	Advanced
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Advanced
 Results	Deliver Results	Adept
	Plan And Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Intermediate



Finance	Intermediate
Technology	Intermediate
Procurement and Contract Management	Intermediate
Project Management	Intermediate

OCCUPATION/PROFESSION SPECIFIC CAPABILITIES FOR THE POSITION

CAPABILITY	DEFINITION	LEVEL
Organisational Culture	Identify, assess and encourage workplace values and behaviours to foster an engaged, inclusive and high performing workforce.	Level 2
Workforce Relations	Develop and deliver effective workplace practices aligned with organizational objectives and regulatory and legislative requirements.	Level 2

FOCUS CAPABILITIES

The focus capabilities for the Alternative Dispute Resolution Specialist are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the position's key accountabilities

NSW Public Sector Focus Capabilities

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Advanced	<ul style="list-style-type: none"> Stay calm and act constructively in highly pressured and unpredictable environments. Give frank, honest advice in the face of strong, contrary views. Accept criticism of own ideas and respond in a thoughtful and considered way. Welcome new challenges and persist in raising and working through novel and difficult issues. Develop effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues.
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so. Demonstrate professionalism to support a culture of integrity within the team/unit. Set an example for others to follow and identify and explain ethical issues. Ensure that others understand the legislation and policy framework within which they operate. Act to prevent and report misconduct, illegal and inappropriate behaviour.
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience. Clearly explain complex concepts and arguments to individuals and groups. Monitor own and others' non-verbal cues and adapt where necessary.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Create opportunities for others to be heard. • Actively listen to others and clarify own understanding. • Write fluently in a range of styles and formats.
Relationships Influence and Negotiate	Advanced	<ul style="list-style-type: none"> • Influence others with a fair and considered approach and present persuasive counter-arguments. • Work towards mutually beneficial win/win outcomes. • Show sensitivity and understanding in resolving acute and complex conflicts. • Identify key stakeholders and gain their support in advance. • Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise. • Pre-empt and minimise conflict within the organisation and with external stakeholders.
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes. • Make sure team/unit staff understand expected goals and acknowledge success. • Identify resource needs and ensure goals are achieved within budget and deadlines. • Identify changed priorities and ensure allocation of resources meets new business needs. • Ensure financial implications of changed priorities are explicit and budgeted for. • Use own expertise and seek others' expertise to achieve work outcomes.
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence. • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options. • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness. • Identify and share business process improvements to enhance effectiveness.
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> • Perform basic research and analysis which others will use to inform project directions. • Understand project goals, steps to be undertaken and expected outcomes. • Prepare accurate documentation to support cost or resource estimates. • Participate and contribute to reviews of progress, outcomes and future improvements. • Identify and escalate any possible variance from project plans.