

Role Description

Senior Advisor, Professional Standards and Workplace Relations



Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	People & Development
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	223111
Role Number	52018429 and 52019754
PCAT Code	119144
Date of Approval	November 2024
Agency Website	www.ses.nsw.gov.au

Agency overview

Our Mission: NSW SES saving lives and creating safer communities.

Our Vision: A trusted volunteer-based emergency service, working together to deliver excellence in community preparedness and emergency response.

The NSW State Emergency Service (NSW SES) is an emergency and rescue service made up almost entirely of volunteers and supported by a small staff contingent. NSW SES is a key influencer of other emergency service agencies and works closely with these partners to modernise and grow volunteering to save lives and protect communities

While major responsibilities are for flood, storm operations and tsunamis, the NSW SES also provides the majority of general rescue effort in the rural parts of the state. This includes road accident rescue, vertical rescue, bush search and rescue, evidence searches (both metropolitan and rural), other forms of specialist rescue that may be required due to local threats, Urban Search and Rescue and Community First Response.

Primary Purpose of the role

The Senior Advisor, Professional Standards and Workplace Relations is responsible for supporting and coordinating positive working relationship strategies to drive positive organisational culture by addressing, managing and resolving conflict, conduct and complaint matters; and to assist with building complaints management and resolution capability across the NSW SES.

The role leads the provision of expert advice on people matters, professional standards policies and procedures, performance management, disciplinary matters and other professional standards initiatives to foster an ethical culture across the NSW SES and to embed a positive member experience and values-led culture.

Key accountabilities

- Manage all aspects of volunteer and staff complaints, grievances, conduct, performance and disciplinary matters allocated to this role, including undertaking preliminary fact-finding, risk assessments, providing solutions and recommendations to facilitate early interventions and strategies and effectively resolve matters in a timely manner.
- Conduct and assist with disciplinary or other investigations, inquiries into complaints or reviews and provide reports and recommendations for consideration.
- Comply with a range of compliance and reporting requirements for Independent Commission Against Corruption (ICAC), Public Interest Disclosures (PID), Office of the Children's Guardian, NSW Police, NSW Ombudsman's Office and other professional standards and ethics matters for the Agency to ensure transparency with stakeholders and adaptation to new or revised legislation, or government policy.
- Provide advice to the organisation on employment and volunteer matters, providing expert advice and representation on conditions of employment and membership, the application of industrial instruments, employment relations issues and member policy.
- Support negotiation of industrial instruments with associations representing NSW SES staff members including award review and renewal, award interpretation and representation before industrial tribunals and respond to requests for advice and information on industrial and workplace issues, related policies and procedures.
- Provide timely professional support, advice and training (including using creative approaches and initiatives where applicable) to commanders and supervisors and those involved in complaints and disciplinary processes to facilitate resolution of complaints and conflict.
- Conduct and contribute to training, webinars, presentations and coaching for SES members, leaders and stakeholders in relation to relevant policies, Code of Conduct or other professional standards processes and developments.
- Undertake research and analysis, identifying emerging trends and prepare briefs, training materials to support informed decision-making, planning and development.
- Collaborate with leaders to develop strategies to enhance managers' skills and confidence in having clear, candid and regular performance conversations and provide individuals with effective coaching and tools, including to undertake performance management and implement early intervention strategies

Key challenges

- Assessing and analysing risks to determine appropriate actions commensurate with individual cases, particularly where no suitable standard or framework exists, and by ensuring best practices including seeking feedback and direction from relevant stakeholders.
- Resolving complex and contentious issues and tactfully managing situations and differing viewpoints given policy application impacts for members and the organisation in a diverse, changing environment.

- Acting as a source of authoritative advice on complex terms and conditions of engagement of NSW SES Members and influencing decision making by stakeholders in the context of diverse views and capabilities and maintaining currency of practice with a range of IR, legal, government employment and compliance frameworks and arrangements that may impact on workplace and member relations.

Key relationships

Who	Why
Internal	
Senior Leadership Team	<ul style="list-style-type: none"> • Report and provide advice on the delivery of Professional Standards services
Director People & Development	<ul style="list-style-type: none"> • To provide advice on the delivery of Professional Standards services to ensure best-fit solutions
People & Development Directorate	<ul style="list-style-type: none"> • Provide advice and collaborate with the Strategic People Partners and Work Health and Safety in supporting their clients and ensuring their advice is accurate, practical and timely • Collaborate with all other units of the People and Development directorate to ensure NSW SES members (volunteers and staff) receive a best practice experience, advice and assistance on people related matters.
NSW SES Directors, Commanders, Managers and Members	<ul style="list-style-type: none"> • Provide professional standards advice and information on policy, process and legislation. • Build and maintain relationships with commanders and managers to proactively identify professional standards trends and support them in effective resolution of complaints and grievances.
External	
NSW Ombudsman's Office, Independent Commission Against Corruption	<ul style="list-style-type: none"> • Report and provide advice on professional standards portfolio services as required by legislation
Audit Office of NSW, Ministry for Emergency Services, Department of Communities and Justice	<ul style="list-style-type: none"> • Report and provide advice on professional standards portfolio services as required
Industrial Relations Commission, relevant Courts and Tribunals	<ul style="list-style-type: none"> • Seek guidance and advice on employee and industrial matters to ensure legislative/Award compliance • Report and provide updates on employee related matters across the agency, where necessary and appropriate. • Provide advocacy and oversee submissions to tribunals and commissions
Unions/Associations/Industrial Relations professionals	<ul style="list-style-type: none"> • Develop and maintain effective working relationships • Advocate agency position, influence and negotiate with relevant external stakeholders.

Role dimensions

Decision making

The role has autonomy in managing the caseload allocated to the role and setting their own short-term goals and priorities. The Senior Advisor, Professional Standards and Workplace Relations makes decisions on matters under their direct control but will work with the role supervisor to make appropriate risk assessment, understand deliverables, appropriate methodologies and required timeframes with respect to high risk matters.

The role will prepare thorough written documentation for various audiences, including briefs, submissions, reports, letters and correspondences to NSW SES members and associations.

The role defers to the Senior Manager Professional Standards and Workplace Relations on more sensitive or complex matters.

Reporting line

Senior Manager Professional Standards and Workplace Relations

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Demonstrated experience in managing workplace complaints, preferably in the NSW Government sector or other large, diverse and unionised sector or Tertiary qualifications in a relevant discipline such as law or human resources and/or demonstrated relevant professional experience.
- Demonstrated experience in the provision of workplace relations / industrial relations advice and negotiations, preferably in the NSW Government sector and conducting cases before the NSW Industrial Relations Commission or other tribunals such as the Fair Work Commission.

You may be required to participate in activities to support the agency during operational or emergency responses at NSW SES locations in the state, where the requirements are within the scope of your skills, knowledge and capabilities. You may also be required to participate in an on-call roster.







Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity and Inclusion	Adept
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Advanced
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Adept
	Project Management	Intermediate
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Adept
 Human Resources	Workforce Relations	Level 2

Focus capabilities

The focus capabilities for the role 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 role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes	Adept	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way Support a culture of integrity and professionalism

NSW Public Sector Capability Framework

Group and Capability Level		Behavioural Indicators
		<ul style="list-style-type: none"> Understand and follow legislation, rules, policies, guidelines and codes of conduct Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct Recognise and report misconduct, illegal or inappropriate behaviour Report and manage apparent conflicts of interest
Relationships Communicate Effectively	Advanced	<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 Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats
Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to co-operate with internal and external parties to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant stakeholders within the community
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/unit work Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals Seek and apply specialist advice when required
Results Think and Problem Solve	Advanced	<ul style="list-style-type: none"> Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others Take account of the wider business context when considering options to resolve issues Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements Implement systems and processes that are underpinned by high quality research and analysis Look for opportunities to design innovative solutions to meet user needs and service demands Evaluate the performance and effectiveness of services, policies and programs against clear criteria

NSW Public Sector Capability Framework

Group and Capability Level		Behavioural Indicators
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> • Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans
People Management Optimise Business Outcomes	Intermediate	<ul style="list-style-type: none"> • Develop team and unit plans that consider team capabilities and strengths • Plan and monitor resource allocation effectively to achieve team and unit objectives • When planning resources, consider the attraction and retention of people of diverse cultures, backgrounds and experiences • Ensure that team members work with a good understanding of business principles as they apply to the public sector context • Participate in wider organisational workforce planning to ensure that capable resources are available
Workforce Relations	Level 2	<ul style="list-style-type: none"> • Apply knowledge of legislation, industrial awards, agreements and instruments to support the organisation's effective participation in workforce relations consultation and negotiation processes. • Apply knowledge of employment and contract law to assist managers and employees on more complex work-related enquiries, escalating matters as necessary. • Support managers to develop their knowledge of workforce relations strategy, policies, practices and procedures, including compliance requirements. • Develop and maintain relevant employee relations documentation, ensuring all contractual/legal documents, policies and handbooks are updated and comply with current legislation. • Advise and develop managers in employee health, safety and wellbeing best practices, to ensure internal policies, procedures and legislative requirements are followed appropriately. • Investigate and assist in the resolution of industrial relations issues in accordance with organisational policy, escalating matters to senior colleagues as required.