

Role Description

Senior Advisor

Cluster	Communities and Justice
Agency	Legal Aid NSW
Division/Branch/Unit	Human Resources
Location	Central Sydney
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	223113
PCAT Code	1224492
Approval Date	8 May 2023

Agency overview

Legal Aid NSW is the largest legal aid agency in Australia, comprising a Central Sydney office and 28 regional offices in metropolitan and regional centres across NSW including two satellite offices located at Walgett and Bourke, and a number of specialist services and advice clinics. It was established under the Legal Aid Commission Act 1979 as an independent authority to assist economically and socially disadvantaged people to understand and protect their rights in the legal system. People with disabilities, from people from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness are some of the groups who may experience difficulties when enforcing and defending their rights.

Working in partnership with private lawyers, Legal Aid NSW provides legal advice, information and minor assistance and legal representation to eligible people in many areas of law. Legal Aid NSW also provides alternative dispute resolution services, community legal education programs, and publications on legal issues.

Primary purpose of the role

Provides high quality, ethical strategic advice on key consultation, negotiation and dispute resolution processes with employees, unions and employee representative groups on a range of complex workforce relations issues. Provides initial advice in the management of workplace issues and complaints, including the conduct and coordination of facilitated resolution processes with a restorative and educative focus where possible. Coordinates formal misconduct matters and associated disciplinary processes. The team is currently reviewing the organisation's complaint management framework and processes and some change may occur later this year.

Key accountabilities

- Provide advice and assistance in the development of a strategic industrial framework, interpretation of awards and legislation, the application of industrial instruments, industrial relations issue, workplace complaints and performance management processes.
- Assist in developing dispute resolution strategies and support managers in the prevention and resolution of industrial issues and workplace complaints, applying a human centred and trauma informed approach.

- Coordinate and case manage investigations into alleged breaches of departmental policies and/or improper conduct and related workplace issues and prepare reports, briefings and investigation plans and make recommendations to improve governance across Legal Aid NSW
- Work with the Manager, Industrial Relations, In-House Counsel, and external lawyers on matters brought before relevant commissions and tribunals.
- Act as the key liaison officer, and manage relations, between Legal Aid NSW and unions and assist in negotiations with relevant unions in a range of forums including award negotiations.
- Deliver best practice governance standards through staff training and education ensuring that managers and staff are familiar and compliant with all applicable laws, policies and other instruments.

Key challenges

- Managing and fostering positive relationships with employee representative groups and unions in a complex and diverse environment.
- Ensuring timely and best practice initial assessments and dispute resolution processes.
- Negotiating resolutions and outcomes on complex matters with differing views.

Key relationships

Who	Why
Internal	
Internal HR Teams	<ul style="list-style-type: none"> • Workshop ideas and ensure consistency • Provide and seek advice
Manager Industrial Relations and Workplace Standards	<ul style="list-style-type: none"> • Provide expert advice on current workforce management practice in the public sector, provide support , coach and assist in employment issues
External	
Investigation & legal firms	<ul style="list-style-type: none"> • Ensure effective & timely case management
Unions	<ul style="list-style-type: none"> • Represent Legal Aid NSW on employee relations matters
External Governing Bodies	<ul style="list-style-type: none"> • Represent Legal Aid NSW and present matters before IRC or other relevant jurisdictions on matters which have wide organisational implications and employee relations matters in general

Role dimensions

Decision making

Contributes to the development, implementation and effectiveness of industrial relations and professional standards strategies and initiatives

Reporting line

Manager Industrial Relations and Workplace Standards

Direct reports

NIL

Budget/Expenditure

N/A

Essential requirements

N/A

Key knowledge and experience

- Experience managing workplace complaints and investigations and coordinating human-centred dispute resolution processes.
- Experience in the provision of industrial advice and contributing to the development of strategic industrial solutions.

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

This role also utilises an [occupation specific capability set](#).


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	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Advanced
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept

Human Resources Professionals Capability Set

Capability Group	Capability Name	Level
 Human Resources	Workforce Strategy	not applicable
	Organisational Design	not applicable
	Talent Management	not applicable
	Organisational Culture	not applicable
	Workforce Relations	Level 2
	Workforce Insights	not applicable
	Employee Services	not applicable

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 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 Commit to Customer Service	Advanced	<ul style="list-style-type: none"> Promote a culture of quality customer service in the organisation Initiate and develop partnerships with customers to define and evaluate service performance outcomes Promote and manage alliances within the organisation and across the public, private and community sectors Liaise with senior stakeholders on key issues and provide expert and influential advice Identify and incorporate the interests and needs of customers in business process design Ensure that the organisation's systems, processes, policies and programs respond to customer needs
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> Negotiate from an informed and credible position Lead and facilitate productive discussions with staff and stakeholders Encourage others to talk, share and debate ideas to achieve a consensus Recognise and explain the need for compromise Influence others with a fair and considered approach and sound arguments Show sensitivity and understanding in resolving conflicts and differences Manage challenging relations with internal and external stakeholders Pre-empt and minimise conflict
Results Think and Solve Problems	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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that underpin high quality research and analysis
		<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects

Human Resources Professionals Capability Set

Group and Capability	Level	Behavioural Indicators
Human Resources Professionals Capability Set 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