

Role Description

Workplace Relations Consultant

Cluster	Transport
Agency	Sydney Trains
Division/Branch/Unit	People and Corporate Affairs Graoup Rail / Employee Relations
Location	Sydney
Classification/Grade/Band	RC06
Role Number	TBC
ANZSCO Code	224900
PCAT Code	1119192
Date of Approval	October 2017
Agency Website	www.transport.nsw.gov.au

Agency overview

Group Rail is made up of Sydney Trains and NSW TrainLink.

Sydney Trains and NSW TrainLink were established in July 2013 as part of the integrated Transport authority and focus on providing sustainable, efficient and cost effective services by putting the customer at the centre of everything they do to delivering safe, reliable and clean rail services.

Sydney Trains provides train services throughout the Sydney CBD with **NSW TrainLink** connecting people and communities throughout NSW and serves regional communities bringing together intercity and regional rail services and coach for the needs of customers travelling longer distances

Primary purpose of the role

The primary purpose of the role is to provide support and information on employment/industrial relations matters to assist with the delivery of effective workplace relations solutions. The role can assist in any aspect of the development and management of the employee relations strategy and function including dispute and grievance resolution, discipline process management, workplace reform and change programs, and initiatives aimed at improving efficiency and productivity across the organisation or across the broader Transport Cluster.

Key accountabilities

- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers
- Contribute to the delivery of effective employee relations solutions and provide advice and support to diverse stakeholder groups in the management of industrial and employment relations matters
- Assist with the development and implementation of appropriate and effective employee relations strategy, including Enterprise Agreement delivery

- Research and assist preparation for matters before industrial or related tribunals and prepare correspondence, submissions and briefs as required
- Contribute to the monitoring, refinement and evaluation of employee and work practice analysis through gathering and analysing relevant information and statistics and identify opportunities to modernise and streamline industrial practices and instruments
- Maintain systems for identifying trends and patterns in employee relations issues and recommend strategies to apply advantageous developments or overcome any negative trends
- Monitor and report on the organisations implementation of reform strategies as agreed under industrial instruments
- Provide assistance regarding organisational change programs across the portfolio ensuring workplace relations issues are identified and managed in line with broader workplace relations strategy and business objectives.
- Participate in negotiation and bargaining processes where required
- Execute safety responsibilities, authorities, and accountabilities consistent with the safety management system requirements which are defined in SMS document number SMS-02-RG-3058

Key challenges

- Providing timely, accurate and up to date information from a variety of sources, databases and systems
- Managing time and prioritising issues to meet deadlines in an environment of changing and conflicting priorities
- Remaining up to date with relevant Industrial Relations developments and particularly those in other transport entities or with similar workforces

Key relationships

Who	Why
Internal	
Principal Manager Employee Relations and team	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions • Provide regular updates on key projects and programs, issues and priorities • Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes
HR and IR practitioners and management	<ul style="list-style-type: none"> • Provide expert and timely advice to management regarding industrial disputes and related issues • Provide updates and newsletters to HR and business managers to build their knowledge and application of changes in relevant legislation, case law and best practice • Provide advice and input into the development and update of HR and IR policies, systems and procedures • Provide support to HR and IR practitioners as needed to ensure that they act in accordance with the organisation's industrial relations strategy
Other divisions of TfNSW (TSS HR Advisory) and Transport operating agencies	<ul style="list-style-type: none"> • Build collaborative working relationships • Keep HR and IR practitioners and management across the broader transport cluster well informed about the industrial relations issues to

Who	Why
	enable consistency of practice and advice
External	
Federal and State Industrial Tribunals Ministry for Transport, Ministry for Roads and Ports, NSW Treasury Department of Premier and Cabinet and other Government organisations, contracted suppliers, providers and project managers, Unions	<ul style="list-style-type: none"> • Build collaborative working relationships • Maintain appropriate liaison with transport industrial organisations as required • Develop and maintain open communication channels and productive working relationships with a number of unions

Role dimensions

Decision Making

The position is fully accountable for the formulation of advice and coordination across all operational objectives.

Independent decision making requirements of the position include:

- Operate within the scope of delegated authority and accountability

Collaborative decision making requirements of the position include:

- Work across team and matrixed environment

Reporting line

The role reports to the Principal Manager Employee Relations

Direct Reports

The role has no direct reports

Budget/Expenditure

There is no budget/expenditure allocation for the role

Essential Requirements

- Tertiary qualifications in HR, ER, employment law or similar field Sound knowledge and understanding of relevant Employee Relations legislation, Enterprise Agreements and application in policy with proven capacity to provide sound and accurate analysis and advice
- Knowledge of best practice, current trends and initiatives in Employee Relations practice

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 which contains information from the Human Resource Professionals Capability Set. The capability set is available at

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

Occupation / profession specific capabilities

Human Resource Professionals Capability Set

 Human Resources	Workforce Strategy	Level 1
	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 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	Adept	<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
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
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 Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> • Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> activity and escalate these when identified Use financial and other resources responsibly 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

Occupation specific capability set (Human Resource Professionals)

Category, Sub-category	Level and Code	Skill and Level Description
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..