

Role Description

Manager, Employee Relations

Cluster	Department of Premier and Cabinet
Department/Agency	Department of Premier and Cabinet
Division/Branch/Unit	Community Engagement/Employee Relations
Location	Sydney CBD
Classification/Grade/Band	Grade 11/12
Kind of Employment	Ongoing
ANZSCO Code	224412
Role Number	Various
PCAT Code	Grade 11/12
Date of Approval	August 2019
Agency Website	www.dpc.nsw.gov.au

Agency Overview

The NSW Department of Premier and Cabinet (DPC) is the lead central agency in the NSW Government.

We support the Premier and the Special Minister of State, the Cabinet, Ministers and agencies by coordinating policies and services across government. We lead policy development, provide innovative ideas and support Government plans and projects.

Working with us will give you a broad overview in areas such as public policy formulation, public administration and state administrative matters and an opportunity to be involved in a range of state-wide policies, issues and projects.

For more information go to http://www.dpc.nsw.gov.au/about/about_the_department.

Primary purpose of the role

Leads a team of specialists that provide quality services that meet key performance indicators and financial accountabilities of the branch. Provides timely, expert, strategic and operational advice on employee relations issues to the DPC executive and public sector agencies to support informed decision making and effective management of the public sector workforce. Collaborate with senior executives in the development and implementation of corporate and divisional strategic plans to meet corporate goals of the branch.

Key accountabilities

- Undertake high-level analysis, integration and synthesis of information from a range of internal and external sources to provide the DPC Executive and Minister with strategic, timely advice on diverse and complex industrial relations issues, cases and policies including identifying and assessing significant emerging issues and contentious matters and the impact of changes to legislation, regulation and policy on the public sector workforce.
- Advise, consult, collaborate and negotiate with government agencies, employee organisations and other key stakeholders to secure optimal industrial cooperation and agreement and ensure cross-sector industrial implementation strategies are responsive to individual agency needs.
- Undertake and manage a broad range of assigned industrial activities including wage negotiations, industrial disputes, coordination of test cases and the development and implementation of sector-wide

industrial relations/employee relations strategies to contribute to the achievement of improved service delivery and a stable industrial environment.

- Collaborate with the Public Service Commission (PSC) to provide industrial input on proposed policy and reform initiatives and to translate policy into industrial practice.
- Represent the Secretary of the DPC as the employer, in a variety of forums including the industrial tribunals at the State and Federal level and support public sector client organisations by providing expert advice and assistance in dispute resolution and advocacy.
- Plan, manage and undertake assigned projects, ensuring achievement of project deliverables within agreed budgets and timeframes.
- Provide operational direction and leadership to the team to establish and maintain a culture of teamwork, achievement, accountability and outcome focus.
- Manage and develop staff to undertake changing roles, responsibilities and accountabilities, facilitate their ongoing professional development and provide for succession within the branch.

Key challenges

- Balancing limited resources to meet competing customer needs and expectations and dealing with high volume of daily issues while at the same time managing to achieve positive initiatives in program areas.
- Facilitating the engagement and input of a wide range of stakeholders and customers within the branch and across Government and various industry bodies with diverse interests into the work of the branch.
- Negotiating and resolving sensitive and complex matters, in an environment of competing interests, and brokering acceptable solutions.

Key relationships

Who	Why
Internal	
Executive Director and Director	<ul style="list-style-type: none"> • Receive guidance, provide expert advice and reporting on the status of projects
Work Team	<ul style="list-style-type: none"> • Inspire and motivate team, provide direction and manage performance • Guide, support, coach and mentor team members
Stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective work relationships • Resolve and provide solutions to issues • Work collaboratively with other internal teams
External	
Agencies, Interagency working groups, Public Service Commission	<ul style="list-style-type: none"> • Represent DPC on interdepartmental and other committees as required. • Develop and maintain effective relationships to enable liaison, consultation, engagement, and exchange of information.
Industrial Tribunals (State and Federal)	<ul style="list-style-type: none"> • Represent the Secretary of the DPC as the employer

Role dimensions

Decision making

The Manager, PSIR operates with a high level of autonomy and is expected to determine key operational objectives in consultation with the Director and Executive Director when required, allocate work and review performance and exercise delegated authority, individually accountable for the quality, integrity and validity of the content of advice provided and is fully accountable for the delivery of projects/programs assigned on time, achieving the required outcomes and at, or below budget. The role is expected to make timely and accurate decisions factoring in a changing industrial environment and conflicting information.

Decisions referred to a supervisor include:

- Any decision that will substantially alter the outcomes or timeframe of a project and on major policy issues or conflicts arising in the course of project and other duties.
- Matters requiring a higher delegated authority such as approval for expenditure, appropriation of resources and/or travel and matters requiring submission to the Secretary or Premier's Office.

Reporting line

The Manager reports to the Director.

Direct reports

tbc

Budget/Expenditure

Financial Delegation: Expenditure limit \$50,000

Administrative Delegation: Category D

Essential requirements

- Relevant tertiary qualifications and/or demonstrated equivalent professional experience.
- Demonstrated capability to quickly acquire and apply at a senior level knowledge of an industrial and public sector framework including employment legislation, Cabinet and Government processes, Government policy, industrial awards, agreements and determinations, regulatory and compliance frameworks, and of contemporary industrial issues and practices.



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

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 Act with Integrity	<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

NSW Public Sector Capability Framework

Group and Capability Level		Behavioural Indicators
		behaviour
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate a high level of personal motivation
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> Present with credibility, engage varied audiences and test levels of understanding Translate technical and complex information concisely for diverse audiences Create opportunities for others to contribute to discussion and debate Actively listen and encourage others to contribute inputs Adjust style and approach to optimise outcomes Write fluently and persuasively in a range of styles and formats
Relationships Work Collaboratively	Advanced	<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 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 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
Results Demonstrate Accountability	Adept	<ul style="list-style-type: none"> Assess work outcomes and identify and share learnings to inform future actions Ensure that actions of self and others are focused on achieving organisational outcomes Exercise delegations responsibly Understand and apply high standards of financial probity with public monies and other resources Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others Conduct and report on quality control audits Identify risks to successful achievement of goals, and take

NSW Public Sector Capability Framework

Group and Capability Level		Behavioural Indicators
Business Enablers Project Management	Adept	appropriate steps to mitigate those risks
		<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
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> • Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks