

Role Description

Administrative Officer – Industrial Relations



Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	People & Culture/ Workforce Relations & Planning & Analytics/ Industrial Relations
Classification/Grade/Band	Clerk Grade 5/6
Role Number	52006838
ANZSCO Code	531111
PCAT Code	1224492
Agency Website	www.fire.nsw.gov.au

Agency overview

Fire and Rescue NSW (FRNSW) is one of the world's largest urban fire and rescue services and is the busiest in Australia. Our overriding purpose is to enhance community safety, quality of life, and confidence by minimising the impact of hazards and emergency incidents on the people, property, environment and on the economy of NSW. Our capabilities extend far beyond fighting fires. FRNSW firefighters are among the most highly trained in the world. Our teams provide fire prevention, they respond to hazardous materials incidents, natural disasters and medical emergencies. Our teams also undertake counter terrorism and urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

Primary purpose of the role

Provide a broad range of administrative and support services, and technical assistance in relation to a wide range of industrial/employee relations matters to the Business Unit and leverages extensive business unit knowledge, to support the unit's program of work and facilitate the delivery of business operations.

Key accountabilities

- Provide a range of administrative and support services to meet the business needs of the team/unit
- Coordinate and manage records and databases, complying with administrative systems, processes and policies, to ensure that all information is accurate, stored correctly and accessible
- Develop, implement and monitor office systems, procedures and methods, adapting processes and techniques as required, to facilitate efficient team/unit operations in line with agency standards, policies and procedures
- Draft submissions, recommendations and correspondence relating to industrial/employee relations matters, including Ministerial submissions
- Organise, attend and record minutes of meetings
- Provide advice to the business on contentious award interpretation matters.
- Assist in preparing a range of industrial/employee relations documents as instructed, including status updates, reports, and discussion papers.
- Assist with research and analysis to support the development of industrial/employee relations initiatives across the Agency.

Key challenges

- Delivering quality administrative services and negotiating workable timeframes, given competing client demands and priorities, the need to address unforeseen issues, the high volume of work and the need to work independently

Key relationships

Who	Why
Internal	
Director Industrial Relations	<ul style="list-style-type: none">• Seek guidance, clarify procedures, exchanges information• Escalate issues, propose solutions and provide updates• Provide advice on administrative processes
Staff within the Unit	<ul style="list-style-type: none">• Provide administrative support services to the work unit• Support the team, delegate tasks and work collaboratively to contribute to achieving the team's business outcomes
Clients/Customers	<ul style="list-style-type: none">• Monitor, address and/or escalate requests and provide services• Manage the flow of information, seek clarification and provide advice and responses
Other FRNSW Directorates	<ul style="list-style-type: none">• Seek expertise to inform work practice in areas such as; Finance, HR, Fleet, IT, Logistics, Community Safety. Suppliers of necessary goods and services• Liaise with required units to gather information, resolve queries and ensure a high level of service
External	
Clients/customers, vendors, service providers and consultants	<ul style="list-style-type: none">• Monitor, address and/or escalate requests• Manage the flow of information, seek clarification and provide advice and responses• Coordinate and monitor the supply of goods and services

Role dimensions

Decision making

- Operates with a large degree of independence in relation to support and administrative duties and is often required to assess urgency/priority of requests.
- Given the confidential and often sensitive nature of the working environment and as the first point of contact for the business unit the position holder must exercise judgment in deciding what information can be released and what must be referred.
- Make day-to-day decisions within the scope of the role, prioritising in accordance with agreed timeframes and level of complexity

Reporting line: Director Industrial Relations

Direct reports: Nil

Budget/Expenditure: As per FRNSW Delegations Manual

Key knowledge and experience

1. Demonstrated experience in the provision of quality administrative and support services independently and in a team environment.
2. Knowledge and understanding of industrial/employee relations and employment legislation, instruments, public sector policies, practices and procedures and of major industrial relations/employee relations issues.

Essential Requirements

Nil

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.




The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities


Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

.FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
 <p>Personal Attributes</p>	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth, and develop and apply new skills Seek feedback from colleagues and stakeholders Stay motivated when tasks become difficult 	Intermediate
	 <p>Relationships</p>	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> Build a supportive and cooperative team environment Share information and learning across teams Acknowledge outcomes that were achieved by effective collaboration Engage other teams and units to share information and jointly solve issues and problems Support others in challenging situations Use collaboration tools, including digital technologies, to work with others
 <p>Results</p>	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> Seek and apply specialist advice when required Complete work tasks within set budgets, timeframes and standards Take the initiative to progress and deliver own work and that of the team or unit Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals Identify any barriers to achieving results and resolve these where possible Proactively change or adjust plans when needed 	Intermediate
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> Understand the team and unit objectives and align operational activities accordingly Initiate and develop team goals and plans, and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals Accommodate and respond with initiative to changing priorities and operating environments 	Intermediate





.FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none">• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks• Use available technology to improve individual performance and effectiveness• Make effective use of records, information and knowledge management functions and systems• Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate