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# Senior Industrial Relations Specialist

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| **Role Description Fields** | **Details** |
| **Cluster** | **Regional NSW** |
| **Department/Agency** | **Department of Regional NSW** |
| **Division/Branch/Unit** | **Corporate/People** |
| **Role number** | **51028217** |
| **Classification/Grade/Band** | **Clerk Grade 9-10** |
| **Senior executive work level standards** | **Not Applicable** |
| **ANZSCO Code** | **223113** |
| **PCAT Code** | **1119192** |
| **Date of Approval** | **15 March 2022** |
| **Agency Website** | **https://www.regional.nsw.gov.au/** |

## Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state’s mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

## Primary purpose of the role

The Senior Industrial Relations Specialist advises and supports people leaders with employment conditions, Government sector wide industrial policy, disciplinary action and state-wide payroll/corporate operations issues in order to support the cluster to achieve its goals. The role also manages industrial disputes, tribunal advocacy, consultations and negotiations with unions.

## Key accountabilities

* Work as part of the Industrial Relations and HR Business Partnering team to deliver strategic and technical IR advice to clients in a range of areas such as award interpretation, management of unsatisfactory performance and misconduct processes, IR legislation and employment related policies/procedures
* Represent the Department in Industrial Tribunals in relation to industrial disputes, unfair dismissal applications and disciplinary appeals maintaining the principles of industrial fairness and fair industrial outcomes
* Consultat and negotiate with external stakeholders including unions, other government agencies and employment law specialists on a range of IR matters ensuring that outcomes are consistent with the requirements of the Government of the day and in line with best practice
* Support and coach managers across the client groups on a range of options, methods and implications of IR issues to help facilitate best practice IR strategies and outcomes
* Participate in the development, implementation and review of People policies and procedures for the Department that ensures compliance with agency and sector rules and legislation
* Act as a subject matter expert for colleagues on IR matters to resolve issues and provide solutions that optimise business outcomes.

## Key challenges

* Maintaining a detailed knowledge of relevant legislation and policy
* Maintaining open and effective communication with client managers, staff, unions and other external stakeholders in order to provide quality and timely IR advice and influence key stakeholders

## Key relationships

**Internal**

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| Who | Why |
| Director and Manager of function | * Provide sound strategic and technical advice to influence decisions regarding industrial relations (IR) initiatives and innovation * Provide information regarding issues and status of projects and strategies |
| Client group executive, managers and staff | * Provide accurate and timely strategic and technical advice regarding IR initiatives, practice and decisions to achieve people management, change and business improvement outcomes * Facilitate adoption of best practice IR strategies and programs where there are conflicting interests and opinions * Provide advice to resolve issues and provide solutions to problems * Provide information regarding agency and sector wide policies * Ensure compliance with agency and sector rules and legislation |
| Other HR Specialists and HR Business Partners | * Participate in meetings and represent work group perspective and share information * Work collaboratively to achieve business outcomes for clients. * Participate in discussions and decisions regarding implementation of innovation and best practice |
| Legal and Governance specialists | * Provide information regarding issues and status of projects and strategies * Work collaboratively to achieve business outcomes for clients. |

**External**

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| Who | Why |
| Unions | * Consult and negotiate the Department’s position on a range of matters |
| Other Government Agencies including Public Sector Employee Relations | * Ensure that industrial relations outcomes are consistent with the requirements of the Government of the day and in line with best practice |
| External legal counsel | * Work collaboratively to provide accurate and timely advice and information to ensure that the interests of the Department are best represented |

## Role dimensions

### Decision making

* Acts in consultation with the Manager Industrial Relations to deliver outcomes
* Prioritises and manages multiple tasks and demands including matters with critical turnaround times required by internal and external clients, including Executive and management teams
* Makes day to day decisions and provides guidance on appropriate courses of action that might be taken to address industrial relations issues
* Exercises discretion to determine the approach to work and is responsible for interpretation and recommendations made

### Reporting line

This role reports to the Manager Industrial Relations

### Direct reports

N/A

### Budget/Expenditure

N/A

## Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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

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| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| personal-attributes | **Display Resilience and Courage**  Be open and honest, prepared to express your views, and willing to accept and commit to change | Be flexible, show initiative and respond quickly when situations change  Give frank and honest feedback and advice  Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately  Raise and work through challenging issues and seek alternatives  Remain composed and calm under pressure and in challenging situations | Adept |
| personal-attributes | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | Represent the organisation in an honest, ethical and professional way and encourage others to do so  Act professionally and support a culture of integrity  Identify and explain ethical issues and set an example for others to follow  Ensure that others are aware of and understand the legislation and policy framework within which they operate  Act to prevent and report misconduct and illegal and inappropriate behaviour | Adept |
| relationships | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | Take responsibility for delivering high-quality customer-focused services  Design processes and policies based on the customer’s point of view and needs  Understand and measure what is important to customers  Use data and information to monitor and improve customer service delivery  Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers  Maintain relationships with key customers in area of expertise  Connect and collaborate with relevant customers within the community | Adept |
| relationships | **Work Collaboratively**  Collaborate with others and value their contribution | Encourage a culture that recognises the value of collaboration  Build cooperation and overcome barriers to information sharing and communication across teams and units  Share lessons learned across teams and units  Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work  Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services | Adept |
| relationships | **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | Use facts, knowledge and experience to support recommendations  Work towards positive and mutually satisfactory outcomes  Identify and resolve issues in discussion with other staff and stakeholders  Identify others’ concerns and expectations  Respond constructively to conflict and disagreements and be open to compromise  Keep discussions focused on the key issues | Intermediate |
| results | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence  Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience  Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience  Seek contributions and ideas from people with diverse backgrounds and experience  Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness  Identify and share business process improvements to enhance effectiveness | Adept |
| results | **Demonstrate Accountability**  Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Be proactive in taking responsibility and being accountable for own actions  Understand delegations and act within authority levels  Identify and follow safe work practices, and be vigilant about own and others’ application of these practices  Be aware of risks and act on or escalate risks, as appropriate  Use financial and other resources responsibly | Intermediate |
| business-enablers | **Project Management**  Understand and apply effective planning, coordination and control methods | 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 | 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.

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| **Capability group/sets** | **Capability name** | **Description** | **Level** |
| personal-attributes | Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| relationships | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
| business-enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| business-enablers | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |

## Occupational Specific Complimentary Capabilities

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| **Capability group/sets** | **Capability name** | **Description** | **Level** |
| human-resources-professionals-capability-set | Workforce Relations | Develop and deliver effective workplace practices aligned with organisational objectives and regulatory and legislative requirements | Level 3 |
| human-resources-professionals-capability-set | Employee services | Deliver customer focused services to optimise the employment life-cycle experience at an individual and organisational level | Level 2 |