

Role Description

Principal Industrial Officer



Education

Role Description Fields	Details
Cluster	Education
Department/Agency	NSW Department of Education
Division/Branch/Unit	People Group / Employee Relations / Industrial Relations
Role number	126854, 126855, 274210, 274213
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	223113
PCAT Code	1124492
Date of Approval	August 2024
Agency Website	education.nsw.gov.au

Agency overview

At the NSW Department of Education, we educate and inspire lifelong learners – from early childhood, through schooling to vocational education and training.

We ensure young children get the best start in life by supporting and regulating the early childhood education and care sector. We unlock excellence and unleash the potential of two-thirds of school children in NSW. We're proudly public and the largest education system in Australia. We nurture opportunities for every learner to develop the skills needed for their chosen career path, helping shape the industries of tomorrow.

We respect and value Aboriginal and Torres Strait Islander peoples as First Peoples of Australia.

Primary purpose of the role

The Principal Industrial Officer is primarily responsible to manage the development, negotiation and implementation of industrial awards and conditions across the department. The role leads a specialist team to provide expert advice and support to leaders and managers on diverse and complex industrial relations issues. The role also supports the development and implementation of initiatives to support achieving industrial relations strategic objectives in alignment with organisational goals and legislative requirements.

Key accountabilities

- Manage, coordinate, negotiate and resolve complex industrial relations issues through engagement and consultation with employers, employees, unions, and other key stakeholders in a fair and timely manner to maintain effective working relationships and open channels of communication.
- Support and lead where necessary, industrial relations outcomes, to gain agreement on the implementation of, industrial conditions of employment and employment policy, change management initiatives and other industrial matters.
- Monitor, analyse, develop awards and industrial instruments consistent with government policy and departmental priorities.
- Support the capability development of people leaders across the organisation by providing specialised coaching, support, and guidance, acting as a trusted partner and providing expert advice to ensure the effective interpretation of policies and legislation.

- Manage, lead and develop a team of industrial relations specialists and experts to ensure sound industrial practices and advice on, the application of policies, procedures, and best practices to enhance organisational capability in managing industrial relations matters.
- Provide expert analysis, advice and support for senior management, the Secretary, the Minister, and NSW Premier's Department (Industrial Relations) on, complex and strategic industrial relations issues to inform decision making.
- Act as an advocate and ensure the department is appropriately represented before industrial and relevant tribunals to ensure industrial relations matters are effectively managed.

Key challenges

- Manage collaborative relationships with employees, unions, internal stakeholder groups and partners and other stakeholders with diverse and competing interests.
- Creating and maintaining a high performing team culture in a complex, sensitive, dynamic and transformative working environment.
- Maintain current knowledge of industrial relations instruments and the implications for the department's employees, including changes to legislation, industrial developments to ensure the department is a compliant and model employer.

Key relationships

Internal

Who	Why
Director, Industrial Relations	<ul style="list-style-type: none"> • Escalate industrial issues that will have a significant impact on service delivery and makes recommendations for amendments to policies and practice.
Work team	<ul style="list-style-type: none"> • Work collaboratively, inspire and lead the team to achieve business outcomes.
Agency staff	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and open channels of communication to consult, liaise, negotiate, partner, advise and or participate on policy initiatives.

External

Who	Why
Key external stakeholders, including: <ul style="list-style-type: none"> • NSW Teachers Federation • Public Service Association • NSW Treasury • NSW Public Service Commission • NSW Industrial Relations Commission 	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and open channels of communication to facilitate liaison, consultation, engagement and collaboration to achieve mutual gains. • Represent the department's position on industrial relations matters at tribunals. • Lead discussions and decisions to provide guidance and support on policy and practice.

Role dimensions

Decision making

Has high level of autonomy for making decisions which lead to the resolution of industrial relations issues. Consults with the Director on complex, sensitive and contentious industrial issues to agree on a suitable course of action.

Reporting line

This role reports to the Director, Industrial Relations

Direct reports

Up to 5

Budget/Expenditure

Nil

Key knowledge and experience

- Knowledge and understanding of industrial relations regulatory framework and demonstrated skills and experience in its application combined with experience negotiating with unions and representation at tribunals.
- Knowledge of and commitment to implementing the department's [Aboriginal Education Policy](#) and upholding the department's [Partnership Agreement with the NSW AECG](#) and to ensure quality outcomes for Aboriginal people.

Essential requirements

- Demonstrated understanding of and commitment to the value of public education.

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.

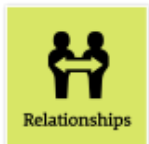
Focus capabilities

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
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> • Remain composed and calm and act constructively in highly pressured and unpredictable environments • Give frank, honest advice in response to strong contrary views • Accept criticism of own ideas and respond in a thoughtful and considered way • Welcome new challenges and persist in raising and working through novel and difficult issues • Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues 	Advanced
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Act as a professional role model for colleagues, set high personal goals and take pride in their achievement • Actively seek, reflect and act on feedback on own performance • Translate negative feedback into an opportunity to improve • Take the initiative and act in a decisive way • Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation 	Advanced
 Relationships	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Recognise outcomes achieved through effective collaboration between teams • Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government • Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions • Network extensively across government and organisations to increase collaboration • Encourage others to use appropriate collaboration approaches and tools, including digital technologies 	Advanced



Influence and Negotiate

Gain consensus and commitment from others, and resolve issues and conflicts

- Influence others with a fair and considered approach and present persuasive counter-arguments
- Work towards mutually beneficial 'win-win' outcomes
- Show sensitivity and understanding in resolving acute and complex conflicts and differences
- Identify key stakeholders and gain their support in advance
- Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise
- Anticipate and minimise conflict within the organisation and with external stakeholders

Advanced



Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the links between the business unit, organisation and the whole-of-government agenda
- Ensure business plan goals are clear and appropriate and include contingency provisions
- Monitor the progress of initiatives and make necessary adjustments
- Anticipate and assess the impact of changes, including government policy and economic conditions, on business plans and initiatives and respond appropriately
- Consider the implications of a wide range of complex issues and shift business priorities when necessary
- Undertake planning to help the organisation transition through change initiatives, and evaluate progress and outcomes to inform future planning

Advanced

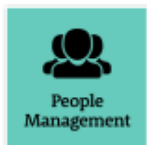


Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- 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 in collaboration with others
- Take account of the wider business context when considering options to resolve issues
- Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements
- Implement systems and processes that are underpinned by high-quality research and analysis
- Look for opportunities to design innovative solutions to meet user needs and service demands
- Evaluate the performance and effectiveness of services, policies and programs against clear criteria

Advanced




Manage and Develop People

Engage and motivate staff, and develop capability and potential in others

- Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes
- Adjust performance development processes to meet the diverse abilities and needs of individuals and teams
- Develop work plans that consider capability, strengths and opportunities for development
- Be aware of the influences of bias when managing team members
- Seek feedback on own management capabilities and develop strategies to address any gaps
- Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way
- Monitor and report on team performance in line with established performance development frameworks

Adept

Occupational Specific Focus Capabilities



Capability group/sets	Capability name	Behavioural indicators	Level
	Workforce Relations Develop and deliver effective workplace practices aligned with organisational objectives and regulatory and legislative requirements	<ul style="list-style-type: none"> Advise managers and leaders, instruct counsel, and represent the organisation in consultations and negotiations with employee representative forums on a range of employment issues. Manage external consultants and providers and work with managers and leaders to ensure ongoing communication, assessment, compliance, and effective implementation of the employee relations plan and strategy as part of the organisation's workforce management practice. Manage the development of policies and practices to support the employee relations plan and strategy and address key industrial relations issues based on contemporary practices and evolving needs of the organisation. Encourage understanding of industrial relations principles and employee relations policies, practices and procedures within the organisation, and their consistent integration into the organisation's workplace practices and documentation, in line with the organisation's values. Design frameworks for provision of advice to the organisation on employment law, industrial arrangements and contractual matters. Manage the investigation and resolution of difficult, complex or high-profile workforce relations issues, in accordance with organisational policy. 	Level 3












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
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept

	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
	Project Management	Understand and apply effective planning, coordination and control methods	Adept
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept