

Role Description

Industrial Relations Officer



Cluster	Stronger Communities
Agency	NSW Police Force
Command/Business Unit	Human Resources Command, People & Culture Branch, Workforce Relations & Reform
Location	Police Headquarters (PHQ), Parramatta
Classification/Grade/Band	Clerk 5-6
ANZSCO Code	223113
PCAT Code	1224492
NSWPF Role Number	
Date of Approval	21/10/2016
Agency Website	www.police.nsw.gov.au

Agency overview

The NSW Police Force (NSWPF) vision is for a *Safe and Secure New South Wales*, which is achieved by police working with the community to reduce violence, crime and fear.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 16,000 sworn officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has four function lines, based across a number of locations. Metropolitan Field Operations and Regional NSW Field Operations provide frontline services directly to the community. Investigations & Counter Terrorism provides investigative, technical and counter terrorism expertise. Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSW Police Force is a proud employer of a diverse range of people. This includes, but is not limited to, people who identify as Aboriginal or Torres Strait Islander, LGBTIQ, people, with disability, people who come from a variety of cultural, religious or ethnic backgrounds, and workers of all ages. The NSWPF is committed to reflecting the diverse community we serve and creating an inclusive and respectful workplace for all employees, where difference is embraced, contributions are valued, and everyone has a sense of connection and belonging. This enables the growth and development of a talented and diverse workforce across the state, in a wide range of roles, at all levels.

The NSWPF *Statement of Values* and *Code of Conduct & Ethics* outlines appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for following all NSWPF health and safety policies, and taking all reasonable care that their actions or omissions do not impact on the health and safety of others.

Primary purpose of the role

The Industrial Relations Officer provides support by assisting with research and providing accurate and timely information and advice to all areas of the organisation in relation to industrial and HR policy issues.

Key accountabilities

- Assists with research, investigation, interpretation and advice in response to employee relations and human resources policies enquiries across the organisation.
- Prepare routine reports and evidence based recommendations for consideration and endorsement by management.
- Provide advice and support to commanders/managers on routine employee relations matters to improve understanding of industrial policies, awards and procedures to enable the resolution of issues at a local level.
- Assist with the preparation of presentations in relation to employee relations or HR policy matters to support commanders/managers.
- Provide customer service delivery by responding to employee relations or HR policy enquiries by phone or email and respond in a timely manner, with accurate information and escalate issues where necessary.
- Work collaboratively to build effective relationships with human resources staff in order to provide consistent and holistic advice.

Key challenges

- Maintain knowledge and understanding of current and emerging trends, policy and legislative changes to ensure accurate advice on routine issues relevant to the organisational industrial environment.
- Maintain sound working relationships with commanders/managers, relevant unions and other stakeholders to ensure support for business objectives and resolutions of issues at a local level.
- Provide timely advice whilst balancing competing priorities with often limited resources.

Key relationships

Who	Why
Internal	
Manager, IR & Policy	<ul style="list-style-type: none"> • Receive guidance and provide regular updates on key projects, issues and priorities • Provide advice and contribute to decision making • Identify emerging issues/risks and their implications and purpose solutions
Work Team	<ul style="list-style-type: none"> • Guide, support, coach and mentor team members • Work collaboratively to contribute to achieving team outcomes
Clients/Customers	<ul style="list-style-type: none"> • Provide advice on industrial related issues • Consult and collaborate on industrial related issues • Information exchange • Solve issues where possible and escalate where necessary
External	
Clients/Customers	<ul style="list-style-type: none"> • Provide advice on industrial related issues • Consult and collaborate on industrial related issues • Information exchange • Solve issues where possible and escalate where necessary

Role dimensions

Decision making

This role has autonomy to make decisions regarding the prioritisation of their daily HR related tasks and functions in liaison with the Manager IR & Policy

Reporting line

- Manager IR & Policy - Clerk 11-12

Direct reports

- Nil

Budget/Expenditure

- Nil

Essential requirements

- Obtain and maintain the requisite security clearances for this position.
- Experience in HR relations or human resources and ability to interpret awards, legislation and policies.




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.

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	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Occupation / profession specific capabilities

Capability Set	Category	Level
	Workforce Relations	Level 1

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 Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Co-operate across work areas to improve outcomes for customers

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> • Utilise 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 • Keep discussion focused on the key issues
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> • 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 / profession specific capabilities

Workforce Relations	Level 1	<ul style="list-style-type: none"> • Understand legislation, HR awards, agreements and instruments, and their application. • Provide information to managers and employees about employee health, safety and well-being practices and other workplace environment matters. • Provide basic assistance and information to managers and employees on the content of employment legislation, HR awards and agreements. • Assist in the development of communications about workforce relations strategy, policies, practices and procedures. • Assist in managing employee relations documentation and updating contractual/legal documents, policies and handbooks. • Provide basic assistance to the organisation in workforce relations consultation and negotiation processes.
---------------------	---------	---

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	21.10.2016
V1.1	Agency Overview amended	03.05.2018
V1.2	Position title amended.	15.11.2018
V1.3	Agency Overview & Cluster amended, Name change from Assistant HR Advisor to Industrial Relations Officer	03.09.2019