

Role Description

Senior Advisor, Employee Relations

Cluster	Premier & Cabinet
Agency	Department of Premier & Cabinet
Division/Branch/Unit	Community Engagement Group/Employee Relations/Public Sector Employee Relations
Role number	Various
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	511112
PCAT Code	1114992
Date of Approval	August 2020
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

Develop policies, strategies and projects, provide policy and industrial relations advice to support key stakeholders (including agencies, the Executive and the Minister). Develop, co-ordinate and integrate high quality and timely policy analysis and advice to support organisational objectives

Key accountabilities

- Provide expert, timely, accurate and relevant information and advice on industrial relations issues including the formulation and development of workplace relations policy proposals and related projects in a complex regulatory environment to ensure understanding and compliance.
- Prepare high quality written advice in the form of reports, briefs, policy advice and discussion papers to respond to Ministerial, Cabinet or Departmental requests and to initiate consideration of new industrial

strategies and initiatives.

- Contribute to developing, promoting and implementing industrial strategies to realise policy change and achieve the Government's public sector reform agenda.
- Represent the Secretary of DPC in a variety of forums and tribunals in addition to supporting Ministerial participation in tribunal proceedings and enquiries
- Provide expert advice and assistance in dispute resolution and advocacy to assist public sector client organisations.
- Support agencies to achieve industrial and employee relations outcomes which are efficient, effective and equitable
- Research and develop strategy initiatives in the field of industrial relations and human resources in consultation with other agencies and assist in their implementation

Key challenges

- Operating in a complex and changing industrial, economic, regulatory and social environment that is subject to rapid and frequent change
- Communicating and negotiating effectively with a broad range of stakeholders, given the diversity of agendas, viewpoints and communication styles involved.
- Identifying, researching, evaluating and recommending industrial and employee relations strategies to implement policy changes across the NSW public sector, given that recommendations must be sound from an industrial relations perspective and must take into account budgetary, social and political impacts.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Receive guidance, consult, escalate issues, keep informed, advise and receive instructions
Team members	<ul style="list-style-type: none"> • Work Collaboratively, exchange information and receive guidance
Stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective working relationships • Collaborate on cross-agency projects
External	
Stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective relationships and open channels of communication to facilitate liaison, consultation and engagement • Represent the department on interdepartmental and other committees as required
Industrial Tribunals (State & Federal)	<ul style="list-style-type: none"> • Represent the Secretary of Premier & Cabinet as the employer • Support Minister participation in proceedings

Role dimensions

Decision making

Decisions which are made by the role holder include:

- Operational decisions regarding the planning and organisation of their work and/or the work of the team to achieve business objectives and performance criteria, within approved work and project plans and timeframes.

Decisions referred to a supervisor may include:

- Any decision that will substantially alter the outcome or timeframes of a project and 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 and/or travel.

Reporting line

This role reports to the Manager, Public Sector Industrial Relations.

Key knowledge and experience

- Experience in interpreting and explaining workplace legislation, policies and industrial instruments and in preparing clear, concise and well-argued written advice and recommendations.

Essential requirements

- Tertiary qualifications and/or experience in the application of the industrial relations and/or public sector framework including one or more of the following: employment and workplace legislation, Cabinet and Government processes, Government policy, awards, agreements and determinations of contemporary industrial issues and practices.

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	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • 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
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices • 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 and maintain a high level of personal motivation 	Adept
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats 	Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	<p>Work Collaboratively</p> <p>Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • 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
	<p>Think and Solve Problems</p> <p>Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> • 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



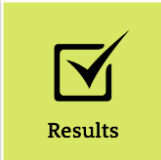

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	<p>Demonstrate Accountability</p> <p>Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines</p>	<ul style="list-style-type: none"> Assess work outcomes and identify and share learnings to inform future actions Ensure that own actions and those of 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 own and others' health and safety Conduct and report on quality control audits Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks 	Adept
 <p>Business Enablers</p>	<p>Project Management</p> <p>Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> Understand all components of the project management process, including the need to consider change management to realise business benefits Prepare clear project proposals and accurate estimates of required costs and resources Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Identify and evaluate risks associated with the project and develop mitigation strategies Identify and consult stakeholders to inform the project strategy Communicate the project's objectives and its expected benefits Monitor the completion of project milestones against goals and take necessary action Evaluate progress and identify improvements to inform future projects 	Adept

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	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	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	Intermediate