

Role Description

Senior Industrial Officer



Cluster	Education
Agency	Department of Education
Division/Branch/Unit	People Group / Workplace Relations / Industrial Relations
Role number	126860, 126861, 126862, 126863
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	223113
PCAT Code	1124492
Date of Approval	September 2022
Agency Website	https://education.nsw.gov.au/

Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

Primary purpose of the role

The Senior Industrial Officer is primarily responsible to analyse, draft, develop and monitor industrial strategies and the provision of advice. In this context, the role will undertake research in a specialised area to ensure industrial strategy and conditions of service reflect government policy and Departmental priorities.

Key accountabilities

- Provide strategic industrial relations advice to clients across the Department and facilitate an improved understanding of industrial relations policies, within agreed service delivery timeframes.
- Negotiate awards and agreements with stakeholders with adherence to the Department's grievance and dispute handling resolution procedures.
- Research and draft procedures, industrial instruments and staff handbook provisions relating to conditions of service to align with legislative compliance, employee relations policies and Department strategy.
- Provide clear and concise reports from chairing committees on conditions of service matters.
- Act as an advocate and ensure effective representation of the Department before industrial and relevant tribunals to manage externally focused industrial relations matters.

- Demonstrate a commitment to a continuous-learning culture and promote the role of 'IR Directorate' as a centre of excellence in providing advisory and industrial relation services.

Key challenges

- Manage complex, sensitive industrial relations issues and provide specialist advice to a broad range of employee and employer representative organisations, professional associations and other stakeholders with diverse interests
- Maintain current knowledge of industrial relations policy and the implications for the Department.

Key relationships

Who	Why
Internal	
Director, Industrial Relations	<ul style="list-style-type: none"> • Escalates issues where the industrial issues will have a significant impact on service delivery and makes recommendations for amendments to policies
Work team	<ul style="list-style-type: none"> • Works collaboratively with the team
Agency staff	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and open channels of communication to consult, liaise, negotiate and or participate on policy initiatives
External	
<ul style="list-style-type: none"> - NSW Teachers Federation - Public Service Association - NSW Treasury - NSW Public Service Commission - NSW Industrial Relations Commission - Fair Work Commission 	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and open channels of communication to facilitate liaison, consultation and engagement. • Represent the Department's position on industrial relations matters at tribunals

Role dimensions

Decision making

This role:

- has a high level of autonomy and takes ownership to ensure quality work is delivered to a high standard
- accountable for the quality, integrity and validity of briefings, other written and verbal advice
- consults with the Director when a contentious industrial issue has far reaching implications and makes a significant change to work assignments or timeframes
- uses a wide range of appropriate sources to inform decision making which leads to a resolution of issues

Reporting line

This role reports to the Director, Industrial Relations.

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- 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.
- Recent experience working in an industrial relations, employment relations or human resources role.
- Tertiary qualifications in industrial relations, employment relations, human resources or a related discipline is highly desirable.

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	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">• 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 a high level of personal motivation	Adept
 Relationships	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none">• Build a culture of respect and understanding across the organisation• Recognise outcomes which resulted from effective collaboration between teams• Build co-operation and overcome barriers to information sharing and communication and collaboration across the organisation and cross government	Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions Negotiate from an informed and credible position Lead and facilitate productive discussions with staff and stakeholders Encourage others to talk, share and debate ideas to achieve a consensus Recognise and explain the need for compromise Influence others with a fair and considered approach and sound arguments Show sensitivity and understanding in resolving conflicts and differences Manage challenging relations with internal and external stakeholders Pre-empt and minimise conflict 	Adept
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> Understand the links between the business unit, organisation and the whole-of-government agenda Ensure business plan goals are clear and appropriate including contingency provisions Monitor progress of initiatives and make necessary adjustments Anticipate and assess the impact of changes, such as government policy/economic conditions, to 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 transition the organisation through change initiatives and evaluate progress and outcome to inform future planning 	Advanced
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> 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 Take account of the wider business context when considering options to resolve issues Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements 	Advanced

FOCUS CAPABILITIES


Capability group/sets	Capability name	Behavioural indicators	Level
 Business Enablers	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> Implement systems and processes that underpin high quality research and analysis Prepare clear project proposals and define scope and goals in measurable terms Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Prepare accurate estimates of costs and resources required for more complex projects Communicate the project strategy and its expected benefits to others Monitor the completion of project milestones against goals and initiate amendments where necessary Evaluate progress and identify improvements to inform future projects 	Adept
	Manage Reform and Change Support, promote and champion change, and assist others to engage with change	<ul style="list-style-type: none"> Actively promote change processes to staff and participate in the communication of change initiatives across the organisation Provide guidance, coaching and direction to others managing uncertainty and change Engage staff in change processes and provide clear guidance, coaching and support Identify cultural barriers to change and implement strategies to address these 	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	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	Intermediate
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept

 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Advanced
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	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
 People Management	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Intermediate
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate