

**Position Description and**

**Selection Criteria**

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| **TITLE:** | **Workplace Relations Officer (WRO)**Must have Industrial Relations expertise and experience  |
| **REPORTING TO:**  | Workplace Relations Team Leader  |
| **DIRECTLY SUPERVISING:** | Nil |
| **MAIN PURPOSE OF JOB:** | Key objectives of the position include:* Provision of timely and quality telephone advice and guidance to Jobs Australia Members on a wide range of workplace relations matters, including **Industrial Relations** and **Human Resource Management** issues
* Identify opportunities for workplace relations consultancy work that would benefit Members
* Assist Jobs Australia Workplace Relations Advisors to provide timely and quality consultancy services to Members
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| **CORE SKILL AREA** | **KEY RESPONSIBILITIES/TASKS** | **EXPECTED OUTCOMES** |
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| **Advisory Services** | Provide advice and guidance to Members on workplace relations matters including:* Fair Work Act 2009 rights and obligations
* Awards
* Contracts of employment
* Disputes
* Enterprise agreements
* Policies and procedures
* Significant change processes
* Termination of employment
* Bullying, discrimination and harassment

Maintain appropriate records in the CRM of all advice provided and other activities undertaken.Triage Member calls and queries relating to consultancy work by referring to the appropriate Advisor based on the nature of work required.Ensure the relevant Advisor is notified of all consultancy referrals.Escalate any concerns relating to Members to the relevant Advisor or Team Leader. | Members matters are referred, resolved and/or escalated in a satisfactory mannerIncreased Member satisfactionJobs Australia’s reputation in the sector is maintainedMaximise Business Services opportunities for Jobs Australia  |
| **Member Services** | Assist with contributing to strategies to increase the effectiveness of Jobs Australia Members as employers.Promote Jobs Australia as a specialist peak association for organisations delivering employment services nationally in the not for profit sector.Assist in the development and delivery of seminars and workshops on industrial relations and associated good employment practice.Engage in networking with Members, and contribute to strategies to increase the effectiveness of Members as employers.Advise Members of Jobs Australia products and services as part of Member engagement practices. | Increased Member satisfaction Jobs Australia’s reputation in the sector is maintained |
| **Knowledge Management** | Research and maintain an effective knowledge of developments in workplace relations matters including HR and IR issues.Contribute to the production and editing of resource materials and updates for Members and the Workplace Relations Team.Attend briefings, seminars and training as reasonably required by Jobs Australia. | Knowledge is contemporary and reflects recent precedents and case law |
| **Occupational Health and Safety** | Ensuring compliance with Occupational Health and Safety (OHS) legislation and the OHS Management System by:* Actively participating in safety initiatives
* Ensuring that a safe working environment exists for all team members
* Ensuring that all near misses, hazards and injuries are promptly reported in accordance with policy
 | OHS management system is adhered toIncidents are reported in a timely manner |

**Essential:**

A National Police Clearance

Must be willing to travel interstate from time to time and may require more than one day away from home

**Essential Skills:**

* Industrial Relations expertise and experience and be able to evidence
* A sound understanding of:
	+ The Australian workplace relations system and the Fair Work Act 2009 (Cth)
	+ Current topical IR and HR issues
* Highly developed:
	+ Ability to communicate effectively with a very wide variety of individuals and organisations at all levels, using a variety of means such as phone and email
* Sound organisational and time management skills
* Proficient in the use of standard office technology such as Microsoft Office applications, and basic familiarity with web-based research and social media
* Personal skills and attributes which include:
	+ The ability to work effectively as a part of a small professional team
	+ A high level of self-motivation
	+ A capacity to work with minimal supervision
	+ Political awareness concerning industrial relations
	+ Flexibility and the capacity to solve problems in a practical and creative way

**Highly Desirable:**

* Experience as a workplace relations practitioner in the not-for-profit and/or community services industry
* Qualifications in an IR/HR related field
* An understanding of current IR/HR issues facing the not-for-profit sector
* Ability to problem solve and work autonomously
* Outstanding written and verbal communication skills
* Demonstrated ability to work effectively in a fast-paced environment
* A current Victorian Drivers Licence