



Position Title	Member Support Officer – MSC
Position Classification	CSP – 52 - 67
	A & C equivalent Grade 2 - 4
Reports to	Supervisor MSC
No of direct reports	0
No of positions	10
Date	16 May 2025

Primary Purpose of the Position

The Public Service Association of NSW (PSA) represents over 40,000 employees in diverse roles across NSW Government departments, state owned corporations, schools, gaols, universities and TAFEs. The PSA acts on behalf of members on all aspects of their working life, providing support, advice and both individual and collective representation.

The Member Support Officer reports directly to the MSC Supervisor. The MSC is the first port of call and triage area for members and delegates seeking advice in relation to industrial matters.

The MSC is a structured work environment that responds in a timely manner to high demand from members and delegates. Member Support Officers assist members and delegates through empowering them to identify solutions and actions they can take to resolve issues at the local level. They also provide guidance and industrial advice as required. Part of this is identifying when a member enquiry requires an individual response, is a collective issue and/or an organizing opportunity. Key to this process is referring matters on to industrial staff that require a higher level response. The Member Support Officer seeks the advice of the Supervisor MSC, Senior Member Support Officers, Manager Member Services & Governance and other industrial staff as required.

The Member Support Officer is responsible for ensuring the accurate and real time collection of data which is used for analysis and planning across the organization.

To be a constructive and collaborative member of the PSA Team.

Key Accountabilities

The Member Support Officer is responsible for:

- providing members and delegates with high quality and timely industrial support services including advice and guidance to assist in resolving issues and to build and strengthen the union in the workplace
- assisting members and delegates resolve grievances and other employment related matters, up until the point that issues are no longer able to be resolved by the MSC using the Workflow Referral Policy.
- gathering information from members and delegates in order to identify key issues and emerging sector wide issues
- referring to the Supervisor MSC any dispute or industrial issue that cannot be resolved locally, using Workflow Referral Policy.
- understanding the differences between individually driven issues and collectively driven issues and refer organising opportunities through the Supervisor.
- data entry – maintaining CASE notes in a timely manner
- Answering phone calls in the MSC phone Queue
- maintaining current knowledge and understanding of current industrial and political issues and public sector policy
- undertaking industrial research and interpret policy, industrial instruments and legislation
- Managing the timely response to industrial enquires through the Member Support email system on a shared basis
- Making outbound calls in connection with scripted surveys, organizing campaigns or assisting in recruitment campaigns when required.
- Other duties as directed by Supervisor MSC or Manager Member Services & Governance

Challenges / Problem Solving

The MSC is a dynamic and complex work environment which requires a flexible, intelligent and professional approach. The Member Support Officer can expect to deal with varied matters and to also be assigned work by the Supervisor. The Member Support Officer needs to be able to respond quickly to matters and identify key issues, digest background information, gather new information and analyse a situation to determine the best course of action. They will have to juggle many competing demands, including:

- Identifying opportunities for Organising and identifying opportunities when matters are individual or collective issues or have sector wide implications.
- Being sensitive to the sometimes volatile political and industrial environment in which the PSA operates
- Being respectful and professional to the sometimes-sensitive nature of member/delegate issues
- Maintaining current knowledge and understanding of issues in industrial and political fields, including government policy.
- Exercising sound judgement in responding to industrial issues
- Liaising with industrial staff outside the MSC

Decision Making

The Member Support Officer is responsible for providing information, support, advice and guidance to members and delegates on issues that affect their working lives in the first instance.

Whilst the position holder works autonomously in the provision of advice, recommendations and assistance to members and delegates, the position holder is expected to consult with the Supervisor MSC when required. The Member Support Officer is required to make a timely decision in relation to when a matter needs to be referred to Industrial Teams using the principles of the Workflow Referral Policy.

A Member Support Officer is not expected to maintain a case for a lengthy period of time (generally 2 weeks) before making the decision to refer on the Industrial teams, nor are they expected to manage complex matters.

Knowledge, Skills and Experience/Selection Criteria

- Commitment to Union principles, the PSA executive and Central Council
- Previous experience working in a union or experience as a delegate is desired
- Basic knowledge and understanding of the State and Federal Industrial Relations systems, legislation, awards and agreements and contemporary industrial issues affecting PSA members
- Ability to research and interpret industrial instruments and legislation and formulate advice for members
- Excellent listening, interpersonal and verbal and written communication skills, including the ability to deal with distressed and emotional members with empathy and clarity
- Demonstrated capacity to work as an effective team member
- Demonstrated ability to follow direction, exercise initiative and independent judgment
- Previous experience working in a Call Centre environment is desirous
- Demonstrated proficiency with Microsoft Word, Outlook and the ability to be able to locate documents within a structured electronic file system is essential

CERTIFICATION			
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General Secretary	Date:	Manager Member Services	Date:
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Position Occupant:	Date:		

