



POSITION DESCRIPTION

Position Title: Industrial Organiser (Advocacy) Member Service Centre

Position Location Sydney, NSW

Employment Status: Full time/Ongoing, subject to 6 months' probation

Classification & Salary: MSC Organiser 1.1, \$93,718 per annum + 15.4% superannuation

Position reports to: Director of MSC & Team Leader

Positions reporting to this position are: Nil

CONDITIONS OF EMPLOYMENT

- Flexible work practices and access to accrued days off
- Best practice leave provisions including paid primary carer leave (26 weeks) and supporting partner leave (18 weeks); and paid family violence leave (20 days pro rata per annum, non-cumulative)
- Employer super contributions on paid or unpaid parental leave for a period equal to a maximum of 52 weeks
- A comprehensive Employee Assistance Program
- A strong commitment to training and development
- Health and wellbeing initiatives
- Salary sacrificing.

COMMUNITY AND PUBLIC SECTOR UNION (CPSU) - PSU GROUP

Join one of Australia's most dynamic and impactful Unions – Build your legal and advocacy career while making real change.

The CPSU (PSU Group) is one of Australia's most active and innovative trade unions. CPSU members work in the Australian Public Service, the ACT and NT governments, and a number of community and private sector areas.

Our Purpose

CPSU members work together to secure better working lives for all. We work collectively to ensure workers are safe at work, have fair rights, pay and conditions, and a voice at work. We act with integrity and stand in solidarity where workers are attacked. We know strong union workplaces deliver better public services. As part of the broad labour movement, all that we do supports progressive social change and environmental justice.

Our focus

To do this, we work together to:

1. Build power and be a bigger, stronger union that is led from the workplace
 - Engage with non-members, particularly workers who don't have a relationship with us
 - Engage existing members, build commitment and activism
 - Support and empower delegates and workplace leaders.
2. Achieve results for members and workers in our industries
 - Campaign with delegates and members to address issues affecting our workplaces
 - Work with delegates and members to advocate for and address issues affecting our industries
 - Work with delegates and members to advocate for and address policy and political issues affecting our lives and future.
 - Advocate on Industrial matters, enforce entitlements in Industrial instruments, support and represent members with individual workplace matters.

As an employer we offer family friendly conditions and leave entitlements, 15.4% superannuation, and access to health and wellbeing initiatives. Our friendly staff are passionate about the work they do and committed to union values, helping others, and making a positive contribution to society. Working with the CPSU means you will work side by side with other union members to make our workplaces and communities fairer.

OVERVIEW OF POSITION

This role is ideal for someone studying law, recently graduated, or looking to transition into a meaningful career in industrial relations, workplace law, advocacy or representation.

The primary function of this role is to provide information, support, advice and industrial representation to members on issues that affect their working lives. The MSC Telephone Organiser operates in a very dynamic, legally complex environment shaped by workplace legislation, awards, enterprise agreements and public sector policy. The role requires flexibility and openness to new ideas and approaches.

A comprehensive training program is provided to ensure your development. You'll apply and develop practical legal and IR skills including:

- Interpreting legislation, awards and enterprise agreements
- Practical experience applying case law, awards and agreements.
- Skill development in advocacy, negotiation and dispute resolution
- Advocating and representing members in disputes and workplace meetings
- Supporting members to exercise their legal and workplace rights
- Translating complex legal concepts into clear advice for workers

There are potential career development opportunities and many of our past MSC industrial Organisers have progressed into other roles in the union such as:

- Industrial Officer roles handling complex cases, bargaining and dispute resolution.
- Workplace Organiser with deeper advocacy and organising responsibilities
- Policy or political campaign roles working on legislative reform and public policy.

Is this you?

- A passion for social justice and community campaigning or experience with progressive organisations or social justice causes.
- An ability and confidence to inspire, engage, develop and lead people to take action through positive conversations.
- You want to develop strong legal, analytical and advocacy skills
- An understanding that your work will always focus on recruitment and retention and growing our Union.
- A strong eagerness to work with people from diverse backgrounds to make a difference.

The CPSU will provide support and development to the successful applicant.

SELECTION CRITERIA

REQUIRED SKILLS, KNOWLEDGE & ABILITY

Essential

- A commitment to union values and principles, helping others and making a contribution to society
- Committed to high service standards
- Demonstrated high-level communication skills
- Confident and enjoys dealing with people over the phone
- Capable of dealing with peak inbound phone call demands
- Strong interest in developing knowledge in Industrial law or workplace legislation
- Ability to work as part of a team and independently
- Good record-keeping skills
- Demonstrated ability to use a PC and related commercial software packages, particularly Microsoft Word, Excel, and Outlook
- Experience working with a membership based relational database package

Desirable

- Experience as a union activist or delegate
- Involvement in union, community, student, environment or other campaigns/collective activities
- Previous experience processing payments and membership records over the phone
- Outbound calling experience, survey data collection
- Answering industrial inquiries and advising delegates and members
- Managing individual industrial cases such as Workers Compensation

Please submit your application by **COB Friday, 31 July 2026**.

HOW TO APPLY

You must complete the on-line **Employment Application Questionnaire** and address the **Selection Criteria** to be considered for this position.

Please visit our website at <https://cpsu.snapforms.com.au/form/cpsu-employment-application> to access the Employment Application Questionnaire.

The CPSU is an equal opportunity employer and actively encourages women, Aboriginal and Torres Strait Islanders, and people from culturally and linguistically diverse backgrounds to apply for position. Selection is merit based. Part time employment opportunities may be considered where suitable.