



UNITED SERVICES UNION

POSITION DESCRIPTION

Position	Organiser
Reports to	Manager Metropolitan
Division	Metropolitan
Grade	Grade 3 Levels 1-5
Effective date	August 2026
Hours	35 HPW
Roster System	9 day fortnight

ORGANISATIONAL AND PURPOSE CONTEXT

This position is responsible for ensuring the ongoing viability of the Union through the provision of quality advice and service. The Organiser is required to consistently apply their thorough knowledge of the relevant Award/s, Industrial Instrument/s, Policies, relevant Legislation and Acts in negotiations and in demonstrating advanced problem solving skills in dealing with member's issues including negotiating agreements and resolving conflict. The position is required to enhance membership participation through organising of members and potential members, and representing the interests of those members in the industrial arena.

KEY SELECTION CRITERIA

ESSENTIAL CRITERIA

- High standard of work ethic and self motivation;
- Demonstrated ability to establish, develop and maintain working relationships to the benefit of our members with all relevant stakeholders including but not limited to members, delegates, managers, employers, etc.
- Demonstrated ability to analyse and resolve industrial conflict;
- Extensive knowledge of awards and industrial relations legislation impacting on members;
- Demonstrated commitment to the principles of trade unionism;
- Has completed relevant Union Delegates Training course/s and/or tertiary qualifications in industrial relations or human resource management;
- Ability to negotiate industrial workplace agreements;
- Excellent communication and interpersonal skills;
- Computer literate with intermediate skills in word, excel, and electronic mail system;
- RTA class C drivers licence;
- Well-developed research skills and administration experience;
- Ability to organise, recruit and plan campaigns;
- Demonstrated understanding of and ability to deal with equal employment opportunity, discrimination and harassment issues;
- Demonstrated ability in preparation of correspondence and reports.

DESIRABLE CRITERIA

- Experienced in advocacy before Commissions and Tribunals;
- Previously held or having competently completed a minimum 3 months secondment to an Organiser's position with the USU, or proven successful experience as a Union Official;
- Completed tertiary studies in advocacy.

RELEVANT POSITION INFORMATION

- This position is located at the Sydney office.
- The position requires a flexible approach to working hours to respond to the needs of members.

- The position operates on 35 hours per week and is subject to a nine (9) day fortnight roster period.

WORK HEALTH AND SAFETY RESPONSIBILITIES

Must take all reasonable measures to ensure the health, safety and welfare of fellow employees and members under their control and ensure that operations in their area comply with the *Work Health and Safety Act 2011* (or any of its successors) and its associated legislation, and with the requirements of Safework NSW.

EQUAL EMPLOYMENT OPPORTUNITY RESPONSIBILITIES

Must take all reasonable measures to ensure the prevention of bullying, harassment or discrimination of members and fellow employees and ensure compliance with Equal Employment Opportunity legislation and any relevant Policy and or Codes of Conduct.

DUTIES

- Carry out the directions of the General Secretary;
- Work within a trade union and industrial context to bring about positive change and improve and protect members working conditions;
- Facilitate collective bargaining to ensure that decisions are fair and equitable;
- Persuade employees to join the Union and advise and encourage members to become active and participate in the unions campaigns, etc;
- Organise the workplace to most effectively use the available resources to meet the Union objectives;
- Coordinate and manage campaigns and other major activities;
- Advise members of their rights and entitlements based on a thorough knowledge of the relevant awards, agreements, legislation, acts, policies, codes of conduct and personnel procedures;
- Represent membership issues to management and negotiate issues with managers in seeking to resolve issues at the local level wherever reasonably possible or to follow correct procedure and refer unresolved issues in a timely manner to the Industrial Officer or where required the relevant Manager;
- Properly advise and assist members with grievances, workers compensation, redundancy or disciplinary issues, hearings or appeals in a timely manner;
- Ensure accurate membership records are maintained for relevant areas;
- Design and implement a workplace visits program, within parameters set by the organisation;
- Organise the distribution of Union material;
- Write letters, bulletins or other local material;
- Ensure that correct forms are precisely completed and used and that meeting notes and notes regarding issues are kept and maintained and are readily accessible if and when required;
- Address workplace or delegate meetings and play an active role in ensuring effective communications between the Union and its members;
- Participate in developing and implementing team strategies and work plans and assist with the implementation of Union campaigns;
- Provide Advocacy Services for Union members;
- Lead negotiations so that the best possible outcome for members is reached;
- Organise meetings so that information can be conveyed and decisions made;
- Organise daily work activities in order to meet deadlines and prioritise tasks;
- Follow policies and procedures relating to WH&S grievances, anti-discrimination, EEO, bullying and harassment and sexual harassment to ensure a positive and fair working environment.

COMPETENCIES

These competencies encompass all competencies associated with the USU salary system progressional rules.

Competency Code	Unit of Competency
	Common Units
	Communication
BSBFLM303A	Contribute to effective workplace relationships
	OH&S
BSBCMN211A	Participate in workplace safety procedures
BSBCMN311A	Maintain workplace safety
BSBCMN109A	Follow environmental work practices
BSBCMN215A	Participate in environmental work practices
	Training
BSBCMN312A	Support innovation and change
	Work Practices

Competency Code	Unit of Competency
BSBCM108A	Develop keyboard skills
BSBCM202A	Organise and complete daily work activities
BSBCM204A	Work effectively with others
BSBCM205A	Use business technology
BSBCM213A	Produce simple word processed documents
BSBCM318A	Write simple documents
BSBCM402A	Develop work priorities
BSBCM420A	Write complex documents
	Advertising
BSBADV401A	Profile a target audience
	Assessment and Workplace Training
BSZ404A	Train small groups - Non-accredited course
	E-Business
BSBEBUS301A	Search and assess online business information
BSBEBUS302A	Use and maintain electronic mail system
BSBEBUS308A	Maintain online business records
BSBEBUS401A	Conduct online research
	Frontline Management
	Work Teams
BSBFLM304A	Participate in work teams
BSBFLM312A	Contribute to team effectiveness
BSBCM404A	Develop teams and individuals
BSBFLM404A	Lead work teams
	Workplace Planning & Management
BSBFLM305B	Support operational plan
BSBFLM405B	Implement operational plan
BSBFLM402A	Show leadership in the workplace
	Systems & Processes
BSBCM412A	Promote innovation and change
	Human Resources
BSBHR504A	Manage industrial relations policies and processes
	Legal Service
	Practice & Procedure
BSALPP301A	Apply knowledge of the legal system to complete tasks
FNAMERC03B	Serve legal process
BSALLG401A	Arrange documents and list exhibits for litigation support
BSBUN408A	Prepare cases for the union
	Research & Development
BSBUN503A	Coordinate case preparation and research
	Advocacy
CHCCD11A	Provide advocacy and representation (non tribunal based)
BSBUN409A	Appear before tribunals and represent members (conciliation)
BSBUN504A/1	Advocate and present cases for members (Before the IRC/AIRC)
	MARKETING
BSBMKG401A	Profile the market
BSBMKG403A	Analyse market data
BSBMKG405A	Implement and monitor marketing activities
	Specialist Administration
BSBADM502A	Manage meetings
	Unionism
BSBUN401A	Develop and implement an organising plan
BSBUN402A	Empower members
BSBUN403A	Communicate with workers

Competency Code	Unit of Competency
BSBUN404A	Promote equality of opportunity and fair treatment for all members
BSBUN405A	Promote the values, principles and policies of the union
BSBUN406A	Undertake bargaining
BSBUN407A	Provide advice to union members and undertake negotiations
BSBUN501A	Develop, manage and review campaigns and projects
BSBUN502A	Represent the union in key forums
BSBUN505A	Develop, implement and manage union policy
BSBUN506A	Coordinate research and analysis

SIGNATURES

Job Occupant: _____ Date: _____

Divisional Manager: _____ Date: _____