Independent Education Union
Queensland and Northern Territory Branch

Offices in Toowoomba, Bundaberg, Darwin, Sunshine Coast and Townsville

Registered office
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INDUSTRIAL SERVICES OFFICER

POSITION DETAILS

Position details!

Position term: Continuing	**Closing date:** 4pm Monday 16 NOV 2026
Position status: Full-time	A current driver's licence is required.
Position location: Brisbane office	**Email applications to:** Maria Campanini, HR Officer mcampanini@ieuqnt.org.au

Role purpose

In a changing industrial environment, our union is prepared to adopt flexible approaches to maintain its relevance and promote member activism in response to workplace and individual member issues.

The Industrial Services Officer will complement the work of Organisers in that the Industrial Services Officer will engage with Members initially by taking member enquiries via telephone and email and consequently deal with a range of workplace and individual issues which do not have an organising and recruitment opportunity.

The position requires an experienced practitioner with a minimum of 3 years' experience.

The position will commence as soon as practicable.

Reporting relationships

The Industrial Services Officers will be immediately responsible to an Industrial Officer and ultimately responsible to the Branch Secretary.

Duties and Responsibilities

In this role you will:

Engage with Members initially by responding to telephone and email enquiries regarding individual workplace issues.

Provide specific support to members in the development of appropriate responses to individual and workplace issues.

Duties will include but are not limited to:

- Providing specific advice and support to members in the development of appropriate responses to individual and workplace issues.
- Representing members in negotiations with management including collective bargaining negotiations.
- Preparing for and conducting, as appropriate, matters in the relevant Tribunal.
- Providing industrial advice and support to officers in organising and industrial campaigns with specific reference to legislative provisions and requirements.
- Overseeing the development and maintenance of the documentation associated with the process of collective bargaining.
- Developing appropriate position papers and negotiating positions for consideration.

Selection Criteria

Your application should specify your relevant qualifications and background and then address the following selection criteria:

1. Capacity to develop considered responses on individual and workplace issues.

2. Effective communication, research, and reporting skills.

3. Knowledge of current educational and industrial relations issues.

4. Capacity to contribute as an effective member of a work team.

5. Appreciation of union values.

A relevant tertiary qualification in law/industrial relations is required.
A minimum of 3 years of relevant experience in industrial advocacy is required.

Additional information

- Our union is committed to providing on-going professional development and training for its employees.
- Our union promotes a non-smoking lifestyle.
- Flexible work arrangements are in accordance with the provision of the Fair Work Act and in cases of emergent need for remote work.
- Further information in relation to our union may be obtained from our website www.ieuqnt.org.au.

INDUSTRIAL SERVICES OFFICER
SALARY STRUCTURE AND CONDITIONS

1. The position is classified under the IEUA-QNT Officer Collective Agreement 2024.

2. The position is designated in the range:
   Graduate rate – Entry Level Step 1 to Step 4, $82,157 - $92,551.
   Experienced practitioners - Level 1 Step 4 to Level 3 Step 4 - $103,229 - $132,707 p.a.

3. Appointment to a salary level will be made based on qualifications and experience.

4. Other Conditions:

(a) Recreational Leave	6 weeks per annum
(b) Personal Leave	10 days per year, plus 5 days on initial appointment
(c) Leave provisions	National Employment Standards apply with additional leave provisions including Parental, Emergency/Disaster, Reproductive Health, First Nations Cultural and Family and Domestic violence leave.
(d) Leave recognising additional irregular worked hours.	6 days per year (non-cumulative)
(e) Superannuation	12.75% including the SGC. Additional employer contribution is based on an employee co-contribution to a set maximum.
(f) Mobile telephone	A mobile phone will be provided for business use consistent with union guidelines.