

Role Description

Senior Industrial Officer



Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	People & Culture/ Workforce Relations, Planning and Analytics / Workforce Relations
Classification/Grade/Band	Clerk Grade 9/10
Role Number	Generic
ANZSCO Code	223113
PCAT Code	3224492
Agency Website	www.fire.nsw.gov.au

Agency overview

Fire and Rescue NSW (FRNSW) is one of the world's largest urban fire and rescue services and is the busiest in Australia. Our overriding purpose is to enhance community safety, quality of life, and confidence by minimising the impact of hazards and emergency incidents on the people, property, environment and on the economy of NSW. Our capabilities extend far beyond fighting fires. FRNSW firefighters are among the most highly trained in the world. Our teams provide fire prevention, they respond to hazardous materials incidents, natural disasters and medical emergencies. Our teams also undertake counter terrorism and urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

Primary purpose of the role

Provide senior support and assist management in developing strategies to manage a broad range of industrial relations issues. Represent management as required in negotiations and in conflict/dispute resolution. Provide research and advisory services with particular emphasis on industrial relations policy and procedure.

Develop and implement Industrial Relations strategies in terms of Award enhancements, challenges and negotiations; and provide strategic advice and initiatives to best position FRNSW on the wider industrial platform.

Manage associated Award documentation and policy adjustments and disseminations; and drive the ongoing cyclical review and contemporising of all FRNSW's Industrial Relations doctrine

Appear before industrial tribunals to defend FRNSW in relation to individual claims and dispute matters, seek advice as appropriate in relation to industrial matters and liaise with senior executive to obtain settlement and other instructions. Advise the business on complex and contentious employee relations matters.

Key accountabilities

- Project manage the identification and development of industrial/employee relations solutions and reforms including risk mitigation strategies
- Analyse and interpret corporate systems data, industrial awards and legislation and prepare related reports and advice
- Undertake advocacy and negotiations with unions and other external bodies including the ADB, ICAC or other relevant jurisdiction, prepare briefs for counsel and other case preparatory work, in this role will assist with case management of a range of individual matters including researching information for counsel briefings according to the directions provided
- Provide a mentoring role to Industrial Officers
- Provide advice and assistance in the development of a strategic industrial framework, interpretation of awards and legislation, the application of industrial instruments, industrial relations issue, grievances and performance management processes

- Assist/develop dispute resolution strategies and support managers in the prevention and resolution of industrial disputes and grievances
- Advocate on the behalf of FRNSW in negotiations with relevant Unions in a range of forums
- Draft industrial instruments or specific employment conditions, practice guidelines and policies and participate in consultation processes with unions undertaking analysis of options and their implications
- Prepare briefings, reports and correspondence relating to employee relations issues ensuring that the appropriate parties are kept informed of relevant issues and/or suitable recommendations is made
- Develop and deliver Industrial Relations education and training program for managers and employees

Key challenges

- Developing and Delivering solutions and options that might be adopted in negotiating and resolving a diverse range of workplace and industrial disputes
- Developing and Delivering strategic initiatives in critical timeframes constraints
- Leading productive relationships with Unions and other employee representatives
- Identifying IR best practice and finding opportunities to influence and improve FRNSW industrial relations practices and capability of managers
- Identifying emerging issues and suggesting potential improvements to business processes and workflows in consultation with external and internal stakeholders in an environment of ongoing change

Key relationships

Who	Why
Internal	
-Director/Manager Industrial Relations Strategy	<ul style="list-style-type: none"> • Identify possible industrial implications of emerging issues/new initiatives and external developments and bring solutions to the attention of the Manager • Assist with conducting industrial relations training for managers and employees as required • Work collaboratively
Staff	<ul style="list-style-type: none"> • Provide direction, advice and support
Managers and employees across FRNSW	<ul style="list-style-type: none"> • Provide industrial relations advice and information
All FRNSW	<ul style="list-style-type: none"> • Provide timely, advice regarding general programs, issues and trends
External	
Unions	<ul style="list-style-type: none"> • Foster strategic relationships • Negotiate & influence
External Governing Bodies	<ul style="list-style-type: none"> • Represent FRNSW and present matters before the IRC, ADT, or other relevant jurisdictions on matters which have FRNSW wide implications and industrial relations matters in general

Role dimensions

Decision making

- Operates with a degree of autonomy, managing work within a framework set by the Director/ Manager Industrial Relations Strategy
- Makes recommendations on the development, implementation and effectiveness of programs and initiatives
- Must ensure decisions are made within the scope of the role ensuring accuracy of work to withstand review and scrutiny and ensures recommendations are based on sound evidence

Reporting line: Director or Manager Industrial Relations Strategy

Direct reports: One (1)

Budget/Expenditure: As per FRNSW Delegations Manual

Key knowledge and experience

1. Demonstrated thorough knowledge of the industrial relations framework, issues and trends relevant to the NSW public sector and experience in providing industrial relations advice and contributing to the development of strategic industrial solutions.
2. Demonstrated substantial skills and experience in the conduct of and in preparing for and advocating complex industrial negotiations and cases before industrial and other tribunals.

Essential qualifications

1. Relevant tertiary qualifications or equivalent demonstrated experience in industrial relations

Capabilities for the role

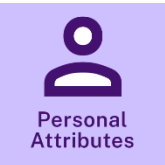

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.


Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment. The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.



FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
 <p>Personal Attributes</p>	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept
	 <p>Relationships</p>	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept


FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
 <p>Results</p>	<p>Deliver Results</p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for • 	Adept
	<p>Think and Solve Problems</p> <p>Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> • Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria 	<ul style="list-style-type: none"> • Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
 <p>Business Enablers</p>	<p>Project Management</p> <p>Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> • Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholders to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects 	Adept
 <p>People Management</p>	<p>Manage and Develop People</p> <p>Engage and motivate staff, and develop capability and potential in others</p>	<ul style="list-style-type: none"> • Collaborate to set clear performance standards and deadlines in line with established performance development frameworks • Look for ways to develop team capability and recognise and develop individual potential • Be constructive and build on strengths by giving timely and actionable feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolving issues • Effectively support and manage team members who are working flexibly and in various locations • Create a safe environment where team members' diverse backgrounds and cultures are considered and respected • Consider feedback on own management style and reflect on potential areas to improve 	Intermediate

FOCUS CAPABILITIES - Occupation specific capability set






Capability group/sets	Capability name	Description	Level
	Workforce Relations Develop and deliver effective workplace practices aligned with organisational objectives and regulatory and legislative requirements	<ul style="list-style-type: none"> Advise managers and leaders, instruct counsel, and represent the organisation in consultations and negotiations with employee representative forums on a range of employment issues. Manage external consultants and providers and work with managers and leaders to ensure ongoing communication, assessment, compliance, and effective implementation of the employee relations plan and strategy as part of the organisation's workforce management practice. Manage the development of policies and practices to support the employee relations plan and strategy and address key industrial relations issues based on contemporary practices and evolving needs of the organisation. Encourage understanding of industrial relations principles and employee relations policies, practices and procedures within the organisation, and their consistent integration into the organisation's workplace practices and documentation, in line with the organisation's values. Design frameworks for provision of advice to the organisation on employment law, industrial arrangements and contractual matters. Manage the investigation and resolution of difficult, complex or high-profile workforce relations issues, in accordance with organisational policy. Design and maintain employee health, safety and wellbeing policies, practices and procedures ensuring full compliance with relevant legislation and a proactive approach to risk management, in accordance with organisational strategy. 	Level 3

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate