

## Position Description

### Senior Manager, Workplace Relations and Support

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<b>Position No:</b>	NEW
<b>Business Unit:</b>	Chief Operating Officer
<b>Division:</b>	Human Resources
<b>Department:</b>	Partnering and Advice
<b>Classification Level:</b>	HEO10
<b>Employment Type:</b>	Full-time Continuing
<b>Campus Location:</b>	Melbourne (Bundoora)
<b>Other Benefits:</b>	<a href="http://www.latrobe.edu.au/jobs/working/benefits">http://www.latrobe.edu.au/jobs/working/benefits</a>

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

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## **Position Context/Purpose**

The Workplace Relations and Injury and Workplace Support function is a centre of excellence within the HR Division that provides support to La Trobe University leaders and HR colleagues on all workplace relations and injury services matters including: complex disciplinary and performance management processes, strategic exits, injury and illness matters including workers' compensation, industrial disputes, change management and managing the mediation, investigation and resolution of workplace issues including claims of discrimination, sexual harassment, workplace bullying and conflict.

Reporting to the Director, Partnering and Advice, the Senior Manager, Workplace Relations and Support provides lead strategic and operational advice across the University, ensuring efficient and consistent service delivery from a team of experienced consultants and partners that balances employment risk management and consistently applies pragmatic recommendations and approaches. The role will work collaboratively across the Partnering and Advice function to ensure consistent information and advice is provided.

### **Duties at this level will include:**

- Perform complex, significant and high-level creative planning, program and managerial functions with clear accountability for program performance. Comprehensive knowledge of related programs.
- Be responsible for the achievement of significant organisational objectives and programs.
- Performs tasks requiring the conceptualisation, development, review and accountability for the operation of major professional, management or administrative policies at the corporate level.
- Take into account the views and interests of others, carry prime responsibility (that is, be the catalyst or driving force) for the development or significant amendment of policies or systems which will impact across the University.
- Review performance and services in the area of responsibility and compares it to best practice elsewhere, identifying areas of improvement in structure, practices, policies and technology which may result in change that may also impact on other areas of the University's operations.
- Develop and review major policies, objectives, programs or strategies involving high level liaison with internal and external stakeholders, including framing relevant internal consultation and negotiation strategies.
- Represent the University externally in sector groups and in negotiations.
- Develop and enable the capability of staff within the work area by monitoring and continuously managing their performance and mentor them to better meet current and future role requirements. In doing this, provide staff with constructive feedback and support for high quality performance contributions.

### **Specific duties/accountabilities for this position will include:**

#### **Leadership**

- Actively coach, mentor and guide all members of the team to build individual and team capability and strengthen relationships across the team. This includes providing authentic and constructive feedback and playing a pivotal role in building trust and connection across the team.
- Manage the service delivery across the Workplace Relations and Injury and Workplace Support team and foster and encourage a proactive, customer service focused culture. Respond to queries or concerns raised regarding the service delivery of the team using a pragmatic and collaborative approach to solving problems. Introduce a mechanism to track and report on case matters being managed within the team.

- Work collaboratively with the Senior Manager, Business Partnering to establish and implement a process for escalation, referral and handover of matters from the Business Partnering team to the Centres of Excellence and to regularly monitor and discuss its application and effectiveness.
- Lead, participate in and contribute to the design and delivery of a range of HR and University projects applying high-level specialist knowledge and consultancy skills to identify enhancements to existing processes, address trends across the University and introduce contemporary strategies, policies and practices, which will lead to improved organisational performance.
- Maintain up to date and contemporary knowledge of workplace relations and injury services developments across the sector and more broadly and inform and provide strategic advice to senior management and through representative organisations such as AHEIA on matters of industrial significance and the implications of these developments for the University.
- Lead the education and dissemination of contemporary knowledge and practice through the establishment of frameworks and supporting materials to guide colleagues, managers, supervisors and staff through processes to lead their teams, enhance performance and manage people matters and partner with HR colleagues to deliver education, training and briefing sessions for colleagues, managers and supervisors to increase their capability.
- Lead a team-based culture of quality, service excellence and continuous improvement.
- Develop, grow and maintain excellent relationships with University stakeholders and external stakeholders, particularly members of the Senior Executive Group, Senior Leadership Group, HR Leaders, and senior members of the Commercial, Legal and Risk Division (Legal Services and Health and Safety), and the NTEU, the Australian Higher Education Industrial Association and external service providers.

#### **Workplace Relations**

- Be a subject matter expert escalation point by providing authoritative advice including strategic and operational workplace relations advice and consultancy in relation to case management, change management, and management of local workplace issues within the Workplace Relations team. This includes direct case management of more complex case matters, particularly those involving senior staff and matters before, or likely to be before, external tribunals and courts.
- Represent the University externally in various jurisdictions, industrial tribunals and commissions, sector groups and in negotiations.
- Provide expert advice and guidance on and lead projects, programs and activities to support the implementation of the provisions of the La Trobe University Collective Agreement or other industrial instrument or legislative changes, ensuring activities are well planned and communicated.

#### **Injury and Workplace Support**

- Develop and design a clear and cohesive service offering to support staff experiencing work related and non-work related injuries, illnesses and disabilities, with a focus on early intervention and preventing absences or achieving a timely, effective and sustainable return to work.
- Promote the injury services service offering to managers and staff to ensure the service is being accessed and ensure a timely and effective triage and response process to ensure prompt support and that the appropriate level of expertise is applied to each case and enquiry.
- Manage the contractual arrangements and develop and maintain the relationship with and manage the performance of external service providers engaged to provide staff health related services at La Trobe including the Employee Assistance Program provider, Workers' Compensation Insurer, occupational and rehabilitation providers, and other external organisations. Use available data to inform ongoing enhancements to the injury services strategies and service offering.

- Be an escalation point for Injury and Workplace Support case matters and provide authoritative advice including strategic and operational advice and consultancy to managers and staff to support in the resolution of complex matters. This includes direct case management of more complex case matters, particularly those involving senior staff and matters before, or likely to be before, external tribunals and courts.

#### **Workplace Issues and Disputes resolution**

- Be a source of expert advice and guidance within the University to develop policies, processes and practices to resolve workplace issues and disputes, with a focus on designing early intervention and alternative dispute resolution practices.
- Provide strategic and authoritative advice on the resolution of complex grievances and disputes including identifying resolutions and conducting and facilitating mediated discussions or workplace investigations. This includes direct case management of more complex matters, particularly those involving senior staff and matters before, or likely to be before, external tribunals and courts.

#### **Essential Criteria**

##### **Skills and knowledge required for the position**

- Postgraduate qualifications in Employment Law and/or Industrial Relations, and/or extensive relevant experience in providing strategic advice, coaching and guidance to managers on employment law, workplace relations, injury management and conflict resolution, including experience in applying Alternative Dispute Resolution practices.
- Excellent interpersonal skills and demonstrated experience in liaising with staff at all levels of an organisation, negotiating effective outcomes, consultation and facilitation of group discussions.
- Proven ability to deal with concepts, decisions and complex information or situations in an efficient and effective manner. Capable, agile, flexible and patient with process, and the ideas of others.
- Proven record of developing innovative solutions and practical implementations for strategic change.
- Strong leadership skills including the ability to negotiate, motivate, influence and build relationships.
- Highly developed knowledge of the principles, theory and practice of the area of responsibility and an awareness of broader developments relevant to the University.
- Awareness of likely effect of change in economic, social and governmental and technological environment.
- Awareness and understanding of the activities, objectives and strategic direction of the University, both current and future, in a global context.
- Demonstrated ability to lead, develop and support collaborative work teams, and proven capability to manage and lead a team of high performing staff to consistently achieve accurate and high quality results, with a focus on tailored, technically accurate and pragmatic advice to clients and colleagues.
- Extensive knowledge and demonstrated ability in analysis, prioritisation, management and resolution of complex staff case issues providing innovative (where appropriate) and practical solutions on a timely basis, keeping clients relevantly informed of progress of matters.
- Knowledge and understanding of contemporary HR management and practices that support improved performance of a large and complex organisation.
- Demonstrated ability to exercise judgment, adopt a flexible outlook, manage sensitive and confidential issues, deal discreetly with staff and demonstrate respect for cultural diversity.

##### **Capabilities required to be successful in the position**

- Ability to work collaboratively across functions, tailor communication in a way that is meaningful to the audience and contribute to a safe, inclusive, high-performing culture – consistently modelling accountability, connectedness, innovation and care.
- Demonstrated commitment to reflective practice and self-development, identifying and challenging own biases, responding to others with empathy and evaluating the way own behaviour impacts team culture and performance.
- Demonstrated creative, critical and systems thinking, ability to promote a culture of innovation within local area, enabling staff members to evaluate current work practices and identify solutions to local and organisational problems.
- Ability to operationalise strategy, adapt quickly to disruption and successfully lead people through change – building a culture in which staff members actively contribute to the improvement of local and organisational practice.

### **Essential Compliance Requirements**

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

### **Other Information**

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

### **Position Flexibility**

La Trobe University is committed to providing a diverse, inclusive and respectful working environment for all staff. We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

### **Why La Trobe:**

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

We are forward-looking and culturally inclusive. We continuously review, improve and transform our processes to embrace new, flexible approaches. That means you'll always have the opportunity to succeed and make a difference.

### **La Trobe's Cultural Qualities:**



### **We are accountable**

*We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.*



### **We are connected**

*We connect to the world outside – the students and communities we serve, both locally and globally*



### **We are innovative**

*We tackle the big issues of our time to transform the lives of our students and society.*



### **We care**

*We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities*

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Initials:

Date: