**POSITION DESCRIPTION**

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| **POSITION DETAILS** |  |
| **Position Title:** | **Senior Workplace Relations Advisor** |
| **Position Number:** | 00026538 |
| **Classification:** | HEO9 |
| **Faculty/Division:** | University Operations |
| **School/Branch:** | Human Resources |
| **Reports to (position title):** | Manager, Workplace Relations |
| **Delegations:** | Nil |
| **Special Conditions:** | * Out of standard work hours may be required * Travel to and between Adelaide-based University campuses/ offices will be required and interstate travel may be required. * Reasonable workplace adjustments will be made for people with a disability |
| **Significant Working Relationships:** | * HR Advisory team * HR Managers * HR Policy Specialist * Case Management Advisors * HR Operations team * Integrity Unit and Legal Services * External service providers * Employer and Employee Associations * GO8 Workplace Relations Advisors |

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| **POSITION SUMMARY** |
| The University of Adelaide is a large and successful university in Australia's Group of Eight research intensive universities, distinguished by its international reputation and commitment to innovation and excellence in research and teaching.  The HR Branch is contained within the Division of University Operations and serves a client base of approximately 8,000 staff and 2,700 titleholders across all campuses of the University. HR's aspiration is to partner with the University to enable and support a culture of high engagement, commitment, and performance by staff through relevant policies and frameworks, context-specific capability development and coaching, and efficient, timely, consistent, and fit-for-purpose advice and services across the full scope of Human Resources functions.  The HR Advisory and Workplace Relations portfolio groups the HR Service Centre, HRM Partnerships, HR Advisory and Workplace Relations, including case management and employment policy, to provide a coordinated, effective, responsive and stakeholder-centric service to the University. The HR Advisory and Workplace Relations portfolio supports Enterprise Bargaining, Enterprise Agreement interpretation, and the design and improvement of employment and workplace policy and procedures. Acting as trusted partners, the portfolio provides advice and guidance to leaders on a broad range of HR matters, including people strategy, workforce planning, capability development, employee relations and performance management. Leveraging both specialist and generalist expertise, the portfolio coaches people leaders to lead and manage their staff effectively and provides advice and support on employee relations, complaint and case management and major organisational change processes. In addition, the HR Advisory portfolio assists staff who require support and information regarding their employment with the University.  The Senior Workplace Relations Advisor operates under broad direction and with a considerable degree of autonomy, taking on significant responsibilities in the area of industrial and employee relations.  Operating under broad direction with a considerable degree of autonomy, independent judgement and initiative, key responsibilities include:   * Providing expert advice and solutions on high-level, complex, and diverse workplace relations matters. * Providing expert HR and employment relations expertise by identifying, developing and implementing a range of strategic initiatives for management of complex cases and dispute management. * Managing complex case management tasks, including assessing, investigating, and resolving workplace complaints and disputes. * Establishing and maintaining productive and constructive relationships with unions and other employee representatives to enable effective negotiations and consultations. * Providing advice and ensuring compliance with industrial agreements, relevant legislation and University policies. * Supporting the review and implementation of a contemporary case management and HR policy framework. * Promoting a positive workplace culture through proactive conflict resolution and employee engagement strategies. * Designing and delivering training and development programs to enhance staff skills and knowledge in workplace relations and case management. * Preparing reports and analysis for senior management to inform decision-making and continuous improvement efforts.   This role is responsible for coaching and supporting the development of the Workplace Relations and Case Management Advisors to ensure the provision of high quality, accurate and consistent industrial advice across the University.  The role will work closely with the Manager, Workplace Relations, to lead and deliver best practice Workplace Relations and HR Case Management services that are effective, person-centric, and, as appropriate, integrated with Integrity Unit processes. |

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| **KEY RESPONSIBILITIES** | |
| Workplace Relations Advice | * Provide timely, strategic, comprehensive, and expert advice on interpreting employment legislation, Enterprise Agreements, employment contracts, and University policies and procedures. * Providing timely, strategic, comprehensive, and specialist advice to leaders and staff managing Major Organisational Change Processes under the Enterprise Agreement. * Review Major Organisational Change documents to ensure they communicate effectively with University staff and comply with the EA. * Provide strategic specialist industrial relations advice to stakeholders on university projects, including restructuring business units and major organisational change activities. * As required, support the University’s bargaining team during enterprise agreement negotiations. * Support the development and delivery of information sessions and briefings to inform and advise on industrial relations obligations and entitlements. * Maintain a contemporary knowledge of industrial relations legislation and case law. |
| HR Case Management Services | * Provide practical, expert advice on the management of cases in accordance with the enterprise agreement process, including formal staff grievances, unsatisfactory performance, misconduct and serious misconduct. * Collaborate with the case management team in applying a continuous improvement approach to refining the Case Management operating model to ensure they are effective, person-centric, and integrate with the processes of the University’s Integrity Unit. * Provide end-to-end, strategic, solutions focused and consistent case management advice. * Ensure the provision of high-level support and communication to complainants, respondents and supervisors that align with employee assistance and wellbeing support services. * Coach and support decision makers and leaders through strategic and accurate advice that empowers them to make informed decisions that enable timely resolution of workplace relations matters and mitigate legal and industrial risk. * Oversee the accurate and timely preparation of reports, briefings, correspondence, disciplinary advice, memos and summaries of investigation reports. * Ensure effective coordination of internal reviews process and provide advice and support for internal reviewers to ensure compliance with legislation, policies and procedures. * Role model effective collaboration across the University (including HR Advisory, Health Safety & Wellbeing, Legal, and the Integrity Unit) to achieve a coordinated and timely approach to case management. * Establish productive working relationships with external legal consultants as required (including a panel of investigators) to ensure the timely resolution of matters and support the management of contracts. |
| HR Policy Services and Advice | * Support the development of policy, procedures, and associated resources (excluding HSW), in conjunction with subject matter experts, to ensure legal compliance and consistency in format, language, accessibility and ease of use. * Contribute to the management of benchmarking and implementation of new and updated policies in accordance with the University's policy governance requirements. * Contribute to the provision of specialist policy advice to policy owners (and delegates), including advice on implications of policy options and pathways. * Assist in managing the effective implementation, communication and education of policies and procedures. * Support the review of employment related legislative changes to ensure that they are accurately reflected in policy and provide training or updates to the broader HR Branch as required |
| Reporting | * Support the Workplace Relations team in maintaining systems to ensure the effective administration and accurate tracking and reporting of cases, disputes and other workplace relations matters. * Prepare and collate data to meet reporting obligations for internal committees, external agencies and regulatory authorities. * Support the maintenance of the HR Policy tracking system and prioritise policy and procedure reviews against expiries and necessary process changes. |
| Representation | * Support the provision of strategic advice on the process for managing and successfully resolving high level and complex disputes raised by individual staff members and unions. * In conjunction with Legal Counsel and the Manager, Workplace Relations, represent the University in external tribunals, such as the Fair Work Commission and Human Rights Commission, professionally and in accordance with appropriate rules and procedures. * Support the Manager, Workplace Relations with requests, referrals and other correspondence from external regulators, including the Office of Public Integrity, the ICAC, and the State Ombudsman. * Represent the University in Group of Eight workplace relations forums and Australian Higher Education Industry Association meetings. |
| Service Excellence | * Establish effective relationships with key stakeholders to support the management of high level and complex industrial relations matters. * Drive, role model and celebrate a service excellence culture. * Collaborate effectively with the broader HR branch to ensure collaborative and seamless service delivery. * Demonstrate initiative, confidence, empathy, diplomacy, and sound judgement in all aspects of the performance of the role. |
| Leadership | * Lead, coach and support the Workplace Relations Advisors and Case Managers to provide high quality, accurate and consistent advice across the University. * Provide effective day to day coaching and guidance to the Policy and Case Management Advisors. * Lead and actively promote the organisational values of integrity, respect, collegiality, excellence and discovery, and the associated behavioural expectations. * Promote HSW wellbeing initiatives, including EAP, to leaders and staff. * Backfill the Manager, Workplace Relations during periods of extended leave. |
| Innovation & Projects | * Foster a culture of innovation and continuous improvement by actively contributing to developing and reviewing the University’s HR policies, procedures and business systems to ensure they enable highly effective business practices. * Contribute to the analysis, assessment and effectiveness of the HR Case Management framework, identify opportunities for improvement and support the implementation of the associated initiatives. * Identify emerging issues across the University to support the development and implementation of solutions. * Support managers in improving conflict resolution capability. * Contribute to process improvement projects within the HR Advisory and Workplace Relations portfolio and other relevant areas within the HR Branch. * Support the WR team in developing and enhancing Workplace Relations and case management platforms. |
| Other reasonable duties commensurate with classification level. | |

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| **CAPABILITIES AND BEHAVIOURS** |
| Use the [Capability Dictionary](https://www.adelaide.edu.au/hr/ua/media/1605/rec-core-capability-dictionary.pdf) to identify the capabilities associated with the classification of this position. Staff are required to read and understand the capabilities and associated behaviours that align with the classification of this position. |

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| **UNIVERSITY EXPECTATIONS** |
| Staff are required to read, understand, and comply with all University policies, procedures, and reasonable direction while demonstrating professional workplace behaviours in accordance with the University’s Code of Conduct. |

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| **STAFF VALUES AND BEHAVIOUR FRAMEWORK** |
| Our culture is one that welcomes all and embraces diversity consistent with our [Staff Values and Behaviour Framework](https://www.adelaide.edu.au/hr/organisational-development/university-values) and our Values of integrity, respect, collegiality, excellence and discovery. We firmly believe that our people are our most valuable asset, so we work to grow and diversify the skills, knowledge and capability of all our staff. |

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| **SELECTION CRITERIA** |
| **Knowledge and Experience:**  **Essential:**   1. Extensive working knowledge and understanding of workplace relations legislation, contemporary industrial relations principles and frameworks, preferably including experience in advocacy before industrial tribunals. 2. Demonstrated expertise in managing complex cases involving discrimination, harassment, equal opportunity and unfair dismissal. 3. Extensive knowledge and experience in the use of contemporary IR/HR practices. 4. Demonstrated experience conducting thorough enquiries and managing complex investigations, including gathering and analysing relevant evidence and data. 5. Superior influencing skills and the ability to use sound arguments, evidence-based information, and expert advice to successfully influence senior stakeholders and external parties to deliver outcomes and change on challenging matters. 6. High level verbal and written communication skills, with the ability to communicate to a broad audience. 7. Proven high level negotiation, conflict resolution and problem-solving skills. 8. Demonstrated ability to work collaboratively with key stakeholders at all levels to deliver successful outcomes within agreed timeframes in a large organisation. 9. Demonstrated ability to promote the organisational values of integrity, respect, collegiality, excellence, discovery, and a commitment to complying positively with the associated behaviour expectations.   **Desirable:**   1. Sound knowledge of the Australian higher education sector.   **Qualification/s:**   1. Post graduate qualification in human resource management, industrial relations or employment law and/or extensive management and Workplace Relations experience. |