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POSITION DESCRIPTION

Head of Employee Relations Conduct & Complaints

Faculty/Division	Division of Operations
Classification Level	Professional TFR
Hours & Span (Category)	G - Administrative, Clerical, Computing, Professional & Research Staff
Position number	ADMIN ONLY
Shiftwork status	NOT SHIFTWORKER
Allowances	NOT APPLICABLE
On call arrangements	NOT APPLICABLE
Original document creation	1 August 2024

Position Summary

The Employee Relations (ER) Conduct & Complaints team is responsible for managing the delivery of strategic and operational employee relations and industrial relations support. The ER Conduct & Complaints team lead the provision of advice and support to UNSW Management and Human Resources on conduct and complaint matters.

The Head of Employee Relations (ER) Conduct & Complaints leads the ER Conduct & Complaints team. They contribute to the development of human resources and employee relations practices, policies and procedures at UNSW, specific to conduct, complaints and complaint handling.

The Head of Employee Relations (ER) Conduct & Complaints reports to the Director, Employee Relations, in Human Resources. The role has 5 direct reports.

Accountabilities

Specific accountabilities for this role include:

- Lead the ER Conduct & Complaints team to deliver expert advice, and guidance to UNSW stakeholders in an accurate and timely manner on a wide range of staff related conduct and complaint matters, specifically:

- industrial instrument and legislative interpretation
- employee misconduct
- termination of employment (for conduct)
- managing staff complaints and workplace investigations
- Lead, manage and conduct multiple complex and sensitive enquiries and investigations including assessing complaints, evidence collection, overseeing forensic analysis, exhibit handling and interviews of staff, students, experts and others.
- Prepare briefs of evidence drawing objective conclusions based upon a fair assessment of the evidence gathered, and manage and maintain highly confidential information and records regarding complex and sensitive matters.
- Contribute as a lead SME to HR strategy to ensure obligations with applicable regulations and legislation are met, working collaboratively with the Conduct & Integrity Office.
- Supervise the management and resolution of complex employment conduct and complaint matters, including end-to-end case management advice, support HRBPs and managers with case management processes in line with UNSW policy and procedure.
- Build and foster effective working relationships with the broader Human Resources team, the UNSW Legal & Compliance team and across all UNSW Faculties and Divisions including senior leaders and stakeholders.
- Ensure that risks in relation to employee relations conduct and complaint matters are minimised and appropriately managed in alignment with UNSW's risk appetite.
- Lead reporting and analysis of case management data, supervise preparation and maintenance of quality standard operating procedures and templates for ER case management, and lead accurate and timely record keeping in approved case management systems.
- Maintain awareness of current and emerging legislative changes, tribunal and court decisions and regulatory reforms which impact employee relations case management and complaint handling at UNSW.
- Contribute as an SME to periodical case management, complaint handling and compliance training, such as Responsible Employee, ensuring that it reflects current policies and legislative requirements.
- Develop and review HR and/or ER practices, policies, and procedures in conjunction with relevant UNSW management and staff.
- As the Director's delegate, represent the HR function on UNSW established committees which relate to HR/ER policy relevant to complaint handling and conduct matters, specifically in relation to the management of sexual misconduct, new case management systems and in relation to other compliance initiatives across UNSW.
- Develop and foster relationships with ER representatives within the higher education sector and maintain effective working relationships with employee unions.
- Collaborate with the Head of Employee Relations (ER) Advisory, ensure alignment between the two ER teams and fill in for the position as required.
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#).

- Ensure hazards and risks psychosocial and physical are identified and controlled for tasks, projects, and activities that pose a health and safety risk within your area of responsibility.

Skills and Experience

- A relevant tertiary qualification, or an equivalent level of knowledge, gained through a combination of education, training and/or experience, preferably in employee/industrial relations or law, with extensive experience in managing case management and complaint handling, preferably in an employee relations context. Legal practice experience is highly regarded; however, this is not a legal role
- Demonstrated extensive skills and experience in conducting investigations, including developing investigation and risk plans, securing evidence, interviewing witnesses, experts and others, and drawing objective conclusions based upon a fair assessment and analysis of the evidence gathered, preparing detailed investigation reports and maintain accurate records of the investigation
- Demonstrated ability to lead, support and develop a specialist team in a complex environment
- Extensive experience providing employee relations advice, and complaint handling and case management support to senior leaders, line management, staff, human resources, and ideally dealing with employee unions
- High level interpersonal and negotiations skills including ability to liaise effectively with a diverse group of stakeholders, build relationships, interact effectively with a wide client base
- Proven ability to communicate with stakeholders effectively, provide high level guidance and influence outcomes
- Demonstrated ability to think and operate strategically in a HR context, with high level problem solving and analytical skills
- Excellent verbal and written communication skills
- Demonstrated superior sound judgment and an advanced level of emotional intelligence, especially in relation to dealing with highly sensitive, confidential, and potentially controversial matters with tact, sensitivity, and respect
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines
- Knowledge of health & safety (psychosocial and physical) responsibilities, commitment to attending relevant health and safety training

Pre-employment checks required for this position

- Verification of qualifications

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.