

Position Title: Workplace Relations Manager

Position Purpose

Over the next 12 months, Scope is embarking on a major People & Culture change programme to deliver new People systems, processes and ways of working to improve our efficiency and match the strong growth plans of the organisation. This has already seen our organisation grow from 1700 to over 4000 staff in the last 12 months. This change programme will also include a comprehensive overhaul of related IT systems and business processes and the implementation of a recently developed Organisational Capability framework.

Workplace Relations will also play a critical role in the longer-term integration of two distinct workforces; each of which has its own employment arrangements, union relationships, culture and conditions.

As a start-up role, the work will therefore be varied; and will include both front-end/strategic work as well as back-end dispute resolution. Key responsibilities of this role will include:

- Lead and manage the coordination of a high-quality workplace and industrial relations service to ensure that effective workplace practices operate; consistent with our Strategic IR plan, and obligations under various industrial arrangements.
- Drive consistency of practice; and application of specialist advice through working in partnership with key P&C Managers, and Business Partners across the full organisation. Develop and mentor the P&C Business Partners to deliver effective line manager IR support.
- Provide high level strategic, tactical or operational level support to resolve difficult or complex workforce relations matters; including the use of external 3rd parties or tribunals.
- Effectively manage external union relationships consistent with Scope' long term Industrial relations direction, Plan and organisational interests. Represent Scope in key workplace relations disputes, whether in discussions with the unions or before 3rd party tribunals.
- Monitor trends in the external workplace relations environment to ensure Scope remains aware of, and effectively incorporates, relevant changes into Scope policy and practices.
- Play a key leadership role within the broader Scope P&C community.

Division:	People & Culture	Reports to:	General Manager, People & Culture
		Direct Reports:	None
Internal Relationships:	GM P&C and GM Division; C&SD Managers; Coordinators; P&C functional heads & Shared Services; Other P&C BPs; Divisional admin. staff	External Relationships	Will depend on need
Delegation of Authority	Matrix	Category	Specialist
Employment Contract	Full-time (near-full-time will be considered); Permanent	Award	Above Award

POSITION DESCRIPTION

Scope's Mission	Scope's mission is to enable each person we support to live as an empowered and equal citizen.
Scope's Vision	<p>Scope will inspire and lead change to deliver best practice. We will:</p> <ul style="list-style-type: none"> • support and listen to each person and their family. • provide leadership to influence strategy and policy. • deliver person driven, flexible & responsive services to build a sustainable future. • build on our foundation for success through our expertise in service delivery, workforce development, quality improvement and research. <p>We will deliver better outcomes.</p>
Scope Approach	<div> <p>SEE THE PERSON:</p> <p>We listen to understand We see the potential We recognise how you do things and what you achieve We take personal responsibility We build excellent relationships with our customers and customers We understand the balance between risks and rights</p> <p>DO IT TOGETHER:</p> <p>We lead in line with Scope's approach We work together to achieve shared goals We build ethical and sustainable partnerships We support each other We communicate early and honestly We share responsibility for safety</p> </div> <div> <p>DO IT RIGHT:</p> <p>We use systems and processes in our work We deliver quality outcomes safely and on time We understand risks and opportunities We are a financially sustainable organisation We own the consequences of our actions We take pride in the delivery of our Mission</p> <p>DO IT BETTER:</p> <p>We develop creative solutions We review and continually improve We understand what is working and what is not We seek and respond to feedback We build capacity in all that we do We are a leader in safety</p> </div>

Key Function	Key Accountabilities, Responsibilities & Deliverables
Advisory and Issue Resolution	<ul style="list-style-type: none"> • Manage and provide practical advice, guidance and coaching to all management levels of the workforce on all operational, case management and related employee relations matters. • Support employees and management to settle employee disputes and workplace grievances (including those relating to misconduct, performance management, employment dispute resolution, bullying, harassment, victimisation and discrimination) by advising on and or conducting internal investigations, mediation sessions or early resolution meetings. • Lead or guide key Workplace Relations investigative matters as required. Provide advice and support to P&C BPs on local investigations being undertaken by themselves; and act as an escalation point as may be required. • Providing SME advice to key stakeholders on Australian industrial relations frameworks, Scope's own industrial instrument interpretation, education and application.

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Union Management	<ul style="list-style-type: none"> Establish an effective working relationship with Scope's unions consistent with Scope Industrial Relations plan; ensuring that all unions deal with Scope in its own right, on its merits and in light of its specific organisational needs rather than as either DHHS 2.0 or simply another industry sector employer. Engage and consult with unions regarding specific workforce matters; especially in light of any major change initiatives as required.
Line Management Education and Training	<ul style="list-style-type: none"> Manage the overall education and development of line managers' knowledge, understanding and consistent operational / workplace application of Scope's industrial agreements. Develop and deliver suitable IR training as identified.
Advocacy	<ul style="list-style-type: none"> Manage, coordinate and oversight of industrial representation at tribunals, hearings and meetings. Provide advocacy services including the preparation of relevant documents and conduct proceedings on behalf of employers in the Fair Work Commission; or other relevant Tribunal e.g. Human Rights/ VCAT. Negotiate, draft, process and register employee agreements arising out of advocacy situations, consistent with Scope's Accountability levels.
Research and Monitoring	<ul style="list-style-type: none"> Research and provide complex advice on awards, industrial instruments and entitlements. Ensure key internal stakeholders are kept up to date and informed on national issues and changes to the legislative environment likely to affect Scope's operations.
Continuous improvement	<ul style="list-style-type: none"> Through research, planning and consultation, identify and implement ongoing improvements to modernise and streamline Scope's workplace relations practices.
P&C Team	<ul style="list-style-type: none"> Take a leadership role in ensuring a "One team" culture is developed and maintained within the broad Scope P&C community. Act as an effective team member by undertaking any other responsibilities as may be required; consistent with the incumbent's skillset and experience.

SELECTION CRITERIA Workplace Relations Manager

Qualifications & Experience	<p>Essential</p> <ul style="list-style-type: none"> Tertiary qualifications in Law, HR Management, Industrial Relations or a related discipline. Minimum of 8 years specific and contemporary IR experience. Well demonstrated experience working in highly unionised environments. <p>Desirable</p> <ul style="list-style-type: none"> Previous experience in the not-for-profit Disability Services sector Experience working in a matrix reporting environment.
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Technical Competencies	<ul style="list-style-type: none"> • Demonstrated record of leading and managing the development and implementation of effective Workplace Relations strategies; with the ability to critically assess, challenge and assess the criticality of business priorities and changes. • Transformational and positive change experience within complex/ multi-site organisations; • Extensive experience in leading key IR negotiations in a similar size /style of business; • Very strong knowledge of the Australian workplace relations environment; with sound working knowledge and ability to interpret and apply complex legislation, policies, trends and ongoing developments in workplace relations. • High level of proven credibility to consult with and influence a large number of stakeholders in with regard to the IR/ER arena; • Proven and effective stakeholder management skills through the adoption of a proactive, consultative, and problem-solving approach • Intermediate use of Microsoft Office programs and applications. • Past experience mentoring and leading a small team
Behavioural Competencies	<p>Ability to apply and operationalise a Strategic Focus – Able to manage both immediate (i.e. 0-12 months) operational needs; whilst maintaining sight of the longer term (i.e. 3 to 5 year) IR horizon. Capable of undertaking objective, systematic analysis of information and draw conclusions/ develop business cases based on evidence. Able to identify and implement innovative solutions and improved work practices as a direct result of the strategic approach taken.</p> <p>Results Oriented/ Personal Effectiveness – Able to achieve quality outcomes, manage competing priorities and make adjustments as appropriate. Contribute your own expertise to achieve outcomes. Is action oriented and cultivates innovation.</p> <p>Collaborative and Team oriented. – collaborates effectively within and across teams, respects team input and values team differences. Builds and maintains effective working relationships with a network of key internal and external people. Identifies learning opportunities for self and others, and provides constructive and objective feedback.</p> <p>Displays personal drive and integrity – able to demonstrate sound and mature decision making, impartial and forthright advice, providing calm and justified responses when challenged. Demonstrates initiative and persistence in achieving your work objectives. Adopts a principled approach and adhere to the Scope Approach values and Code of Conduct. Demonstrates courage in the face of adversity and works effectively / manages complexity to ensure work output and decisions are ethical and of a high standard.</p> <p>Communicates with influence – An ability to communicate clearly and convincingly, both verbally and written, in order to influence outcomes across all management levels. A demonstrated capacity to manage relationships and information exchange, of a confidential and sensitive nature, across a range of key internal and external stakeholders. Able to discuss issues credibly and thoughtfully, including anticipating and planning for stakeholder expectations and concerns.</p>
Licenses & Accreditations	<ul style="list-style-type: none"> • Clear 'Police Check' for disability sector work, within the last twelve months • Current 'Working with Children' check • Motor Vehicle Drivers Licence (valid in Victoria) • Must satisfy all immigration/visa requirements for working indefinitely in Australia

POSITION DESCRIPTION

Authorisation:

This Position Description has been reviewed and approved by the General Manager P&C

People & Culture Authorisation

Job Evaluation Completed: _____ Position Created: _____

Organisation Hierarchy Amended: _____