

Role Description

Industrial Officer



Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	People & Culture/ Workforce Relations Planning & Analytics/ Workforce Relations
Classification/Grade/Band	Non-Stationed Based Team Member/Clerk Grade 7/8
Role Number	Generic
ANZSCO Code	223113
PCAT Code	1224492
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 advice to managers and employees regarding the prevention and resolution of grievances, union consultation, performance management processes, employment legislation and award provisions and wage negotiations.

Deliver high quality industrial relations support, research, advice and analysis, to directly contribute to IR strategy, consultation and/or operations that support optimum outcomes for FRNSW in resolution of industrial relations matters.

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

- Provide first point of contact advice on the interpretation of awards and legislation and the application of industrial instruments
- Undertake research (legislation, industrial instruments, industrial bulletins, media, and internet) Provide information on current industrial issues for use by the Unit
- Support the development of dispute resolution strategies
- Monitor organisational change processes and provide proactive advice to managers and employees to mitigate the risk of industrial disputes and ensure compliance with organisational policies
- Prepare documentation relating to industrial/employee relations
- 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
- Advocate on the behalf of FRNSW in negotiations with relevant Unions in a range of forums
- Deliver Industrial Relations education and training for managers and employees, as required

Key challenges

- Operates with a degree of autonomy, managing work within a framework set by the Manager/Supervisor
- Develops solutions and options that might be adopted in negotiating and resolving a diverse range of workplace and industrial disputes
- Developing knowledge and skills in industrial advocacy and obtain settlement instructions from senior executive staff.
- Meeting agreed deadlines and balancing time effectively ensuring compliance with relevant legislation, government and organisational processes

Key relationships

Who	Why
Internal	
Director Industrial Relations & 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
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	
External Governing Bodies	<ul style="list-style-type: none">• Assist with matters presented before the IRC, ADT, or other relevant jurisdictions on matters which have FRNSW wide implications and employee relations matters in general

Role dimensions

Decision making

- Must ensure decisions are made within the scope of the role ensuring accuracy of work to withstand review and scrutiny
- As necessary, consults with manager or senior staff on a suitable course of action in matters that are sensitive, high-risk or business-critical, or for those issues that have far reaching implications with respect to resources or quality advice provision

Reporting line: Manager Industrial Relations Strategy

Direct reports: Nil

Budget/Expenditure: As per FRNSW Delegations Manual

Key knowledge and experience

Demonstrated experience in providing industrial relations advice to employees and managers.

Experience in dealing with employee relations issues in a public sector environment.

An understanding of current legislation and policy relating to industrial relations.

Essential requirements

Tertiary qualification or relevant equivalent IR experience

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.

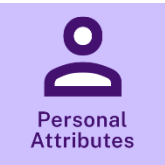



The capabilities are separated into **focus capabilities** and **complementary capabilities**.

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>	<p>Act with integrity</p> <p>Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so 	Intermediate
 <p>Relationships</p>	<p>Influence and Negotiate</p> <p>Gain consensus and commitment from others, and resolve issues and conflicts</p>	<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
 <p>Results</p>	<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"> • Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness 	Adept
 <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"> • Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans 	Intermediate

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	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	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	Foundational
	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
COMPLEMENTARY CAPABILITIES - Occupation specific capability set			
Capability group/sets	Capability name	Description	Level
 Human Resources	Workforce Relations	Develop and deliver effective workplace practices aligned with organisational objectives and regulatory and legislative requirements	3