

<b>TITLE:</b>	<b>Workplace Relations Officer (WRO)</b>
<b>REPORTING TO:</b>	Human Resources Consultant / Workplace Relations Team Leader
<b>DIRECTLY SUPERVISING:</b>	N/A
<b>MAIN PURPOSE OF JOB:</b>	<p>Key objectives of the position include:</p> <ul style="list-style-type: none"> <li>▪ Provision of timely and quality telephone advice and guidance to Jobs Australia Members on a wide range of workplace relations matters, including Industrial Relations and Human Resource Management issues.</li> <li>▪ Identify opportunities for workplace relations consultancy work that would benefit Members.</li> <li>▪ Assist Jobs Australia Workplace Relations Consultants and the Human Resources Consultant / Workplace Relations Team Leader to provide timely and quality consultancy services to Members.</li> </ul>
<b>JOBS AUSTRALIA PURPOSE:</b>	Jobs Australia champions the interests of not for profit organisations to achieve a fair and equitable Australia
<b>VALUES AND BEHAVIOURS:</b>	<p>Integrity: We act with honesty and integrity, not compromising the truth</p> <p>Proactivity: We are proactive and hold ourselves accountable for results</p> <p>Respect: We respect and recognise the diversity of all individuals and value their contributions</p> <p>Leadership: We are committed to providing independent and highly valued services to our Members</p> <p>Progress: We work together to find a better way</p>

CORE SKILL AREA	KEY RESPONSIBILITIES/TASKS	EXPECTED OUTCOMES
<b>Advisory Services</b>	<p>Provide advice and guidance to Members on workplace relations matters including:</p> <ul style="list-style-type: none"> <li>▪ Fair Work Act 2009 rights and obligations</li> <li>▪ Awards</li> <li>▪ Contracts of employment</li> <li>▪ Disputes</li> <li>▪ Enterprise agreements</li> </ul>	<p>Members matters are referred, resolved and/or escalated in a satisfactory manner.</p> <p>Increased Member satisfaction.</p>



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	<ul style="list-style-type: none"> <li>▪ Policies and procedures</li> <li>▪ Significant change processes</li> <li>▪ Termination of employment</li> <li>▪ Bullying, discrimination and harassment</li> </ul> <p>Maintain appropriate records in the CRM of all advice provided and other activities undertaken.</p> <p>Triage Member calls and queries relating to consultancy work by referring to the appropriate Consultant based on the nature of work required.</p> <p>Ensure the relevant Consultant is notified of all consultancy referrals.</p> <p>Escalate any concerns relating to Members to the Human Resources Consultant / Workplace Relations Team Leader.</p>	<p>Jobs Australia's reputation in the sector is maintained.</p> <p>Maximise Business Services opportunities for Jobs Australia.</p>
<p><b>Member Services</b></p>	<p>Assist with contributing to strategies to increase the effectiveness of Jobs Australia Members as employers.</p> <p>Promote Jobs Australia as a specialist peak association for organisations delivering employment services nationally in the not for profit sector.</p> <p>Assist in the development and delivery of seminars/webinars and workshops on industrial relations and associated good employment practice.</p> <p>Engage in networking with Members and contribute to strategies to increase the effectiveness of Members as employers.</p> <p>Advise Members of Jobs Australia products and services as part of Member engagement practices.</p>	<p>Increased Member satisfaction.</p> <p>Jobs Australia's reputation in the sector is maintained.</p>
<p><b>Knowledge Management</b></p>	<p>Research and maintain an effective knowledge of developments in workplace relations matters including HR and IR issues.</p>	<p>Knowledge is contemporary and</p>

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	<p>Contribute to the production and editing of resource materials and updates for Members and the Workplace Relations Team.</p> <p>Attend briefings, seminars and training as reasonably required by Jobs Australia.</p>	reflects recent precedents and case law.

<b>Occupational Safety and Health</b>	<p>Ensuring compliance with Occupational Health and Safety (OHS) legislation and the OHS Management System by:</p> <ul style="list-style-type: none"> <li>• Actively participating in safety initiatives.</li> <li>• Ensuring that a safe working environment exists for all team members.</li> <li>▪ Ensuring that all near misses, hazards and injuries are promptly reported in accordance with the policy.</li> </ul>	<ul style="list-style-type: none"> <li>▪ OHS management system is adhered to.</li> <li>▪ Incidences are reported, investigated and actions closed out in a timely manner.</li> </ul>
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### Key selection criteria

#### **Essential:**

- Excellent interpersonal skills – to work collaboratively with staff from across Jobs Australia
- A current National Police Clearance
- Must be willing to travel interstate from time to time and may require more than one day away from home (once COVID -19 restrictions ease)

#### **Essential Skills:**

A sound understanding of:

- The Australian workplace relations system and the Fair Work Act 2009 (Cth)
- Current topical IR and HR issues

Highly developed:

- Ability to communicate effectively with a very wide variety of individuals and organisations at all levels, using a variety of means such as phone and email

Sound organisational and time management skills

Proficient in the use of standard office technology such as Microsoft Office applications, and basic familiarity with web-based research and social media

Personal skills and attributes which include:

- The ability to work effectively as a part of a small professional team
- A high level of self-motivation
- A capacity to work with minimal supervision

- Political awareness concerning industrial relations
- Flexibility and the capacity to solve problems in a practical and creative way

**Highly Desirable:**

- Experience as a workplace relations practitioner in the not-for-profit and/or community services industry
- Qualifications in an IR/HR related field
- An understanding of current IR/HR issues facing the not-for-profit sector
- Ability to problem solve and work autonomously
- Outstanding written and verbal communication skills
- Demonstrated ability to work effectively in a fast-paced environment
- A current Victorian Drivers Licence