



# Job Description Form

## Senior Employee Relations Officer

### Employee Relations

#### Position details

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Classification Level: 6

Award/Agreement: Public Service Award 1992 / Public Sector CSA Agreement  
(and subsequent agreements)

Position Status: Permanent

Organisation Unit: People Culture and Standards, Management Engagement and Intervention

Physical Location: Perth CBD

#### Reporting relationships

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Responsible to: Manager Employee Relations (Generic) - Level 7

**This position: Senior Employee Relations Officer (Generic) - Level 6**

Direct reports: NIL

#### Overview of the position

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The Directorate's Employee Relations Branch is accountable for influencing the culture and performance of the organisation by fostering respectful, honest, and productive employee relations.

The Senior Employee Relations Officer provides professional consultancy and advice across the Department on complex workplace matters, including advice on grievances, equal opportunity, industrial relations, performance management, discipline, and redeployment, pursuant to relevant legislation, regulations, instruments, and standards.

The Officer also oversees and coordinates case management activities and facilitates the resolution of complex and contentious Human Resource workplace matters.

#### Job description

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As part of the Employee Relations team, the successful applicant will be expected to:

- Work to improve communication and model integrity and respect in all interactions.

- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity.
- Operate within the chain of command to coordinate activities required to meet the Department's strategic objectives.
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate.
- Facilitate cultural and management reforms within the Department through leadership and engagement.
- Represent the Department's interest on committees and working groups as required.

### **Role specific responsibilities**

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- Contributes to the guidance, direction and support of the Team, Directorate and Department to achieve the required outcomes and to deliver a high-quality service.
- Develops relationships with internal and external stakeholders, such as employee organisations, other employee representatives and public sector agencies.
- Participates in negotiation, conciliation, and mediation, including advocacy, with employees, employee organisations and other employee representatives.
- Reviews and delivers employee relations services, frameworks, standards, and systems to meet business objectives which are consistent with other Departmental services, contracts, and outcomes.
- Provides high level consultancy and advisory service to management, operational areas, and employees on an array of human resources and employee relations matters including the application and interpretation of industrial awards, agreements, policies, and related legislation for occupational groups.
- Provides advice and direction to facilitate the resolution of workplace matters, including: Industrial Relations, Performance Management and Discipline, Equal Opportunity, Grievances and Redeployment, in line with current and emerging Departmental and Government standards and legislation.
- Coordinates and monitors workplace change processes resulting from industrial relation decisions, orders, Government policy and legislation.
- Analyses environment to monitor priorities and keeps self and others informed on work issues. Takes responsibility for ensuring work is properly delegated within the team to meet timeframes and priorities.
- Collaborates with unions and employee associations on behalf of the Department on matters relating to industrial relations.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

## **Job related requirements**

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In the context of the roles specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

### **Shapes and Manages Strategy**

The ability to; understand the Department's objectives and links to the whole-of-government agenda, understand the strategic direction and objectives of the business unit and the factors that may impact on work plans and operational goals, scan the environment to monitor priorities and keep self and other stakeholders informed on critical factors and issues, think laterally, be innovative, identify and work collaboratively to overcome challenges and implement reform program initiatives are important for this role.

### **Achieve Results**

The ability to; evaluate project/program performance, identify areas of improvement and initiate changes to ensure positive outcomes, deal positively with uncertainty and cope in a changing environment, able to determine appropriate actions despite a lack of clarity, a focus on quality, adherence to current procedures and managing projects to completion within a set timeframe are fundamental to this role.

### **Builds Productive Relationships**

The capacity to network effectively in order to build and sustain relationships with key stakeholders, team members and other staff in the agency, to actively listen to staff, colleagues and stakeholders involved in the reform program and encourage engagement and contribution to the process is a requirement for this role.

### **Exemplifies Personal Integrity and Self-Awareness**

A demonstrated; high level of personal commitment to integrity, professionalism, probity and personal development; adherence to the Code of Conduct; ability to constructively challenge issues, discuss alternatives to progress issues, meet objectives, follow up to finalise work, maintain a positive outlook. Engage with risk by providing impartial and clear advice, constructively challenging issues and proposing solutions. Actively identifies potential risk issues and reports to management.

### **Communicates and Influences Effectively**

A demonstrated ability to present messages confidently and persuasively and to successfully listen, understand and adapt to a range of audiences is a requirement for this role.

### **Role Specific Criteria**

- Knowledge, understanding and/or experience in organisational, legal and Government policy, awards and frameworks relating to the delivery of relevant Human Resource services.

## **Special requirements/equipment**

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Nil

**Certification**

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The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Assistant Director Employee Relations

Signature: \_\_\_\_\_ Date: April 2025

HR certification date: April 2025