



Manager Labour Relations Employee Relations

Position number	00027589
Agreement	Public Sector CSA Agreement 2022 or as replaced
Classification	Level 8
Reports to	Director, Employee Relations (Level 9)
Direct reports	Principal Labour Relations Advisor (Level 7) Senior Labour Relations Advisor (Level 6) Labour Relations Advisor (Level 5) Labour Relations Officer (Level 4)

Context

The Workforce Division is responsible for the effective and efficient provision of a range of human resource functions to Departmental staff at all levels. This includes:

- industrial and employee relations
- recruitment, selection and professional learning and development initiatives
- strategic human resource planning
- strategic human resource policy advice and evaluation
- the provision of human resource services and staffing functions.

The Employee Relations Directorate is responsible for ensuring that industrial instruments and legislative frameworks are complied with and that employees are supported in a range of discrete human resource matters. The Employee Relations Directorate is made up of two branches: Labour Relations and Employee Support Bureau. The Directorate further provides strategic and operational advice to the Minister, Director General, school leaders and line managers on a range of employee relations matters.

The Labour Relations Branch operates in a complex industrial environment and is responsible for ensuring policies and practices in the Department are developed and consistently applied, improved employment conditions and workplace flexibility within legislative and economic constraints; and the provision of strategic, operational, industrial and complaint management advice, advocacy and negotiation in relation to all central and regional offices and schools.

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Key responsibilities

- Strategically lead and manage a team to develop labour relations policies and procedures to achieve the initiatives and objectives of the Directorate's Operational Plan and Departmental requirements.
- Manage and facilitate the strategic operational plans and implementation of key Industrial reform projects.
- Develop, promote and manage the implementation of practices that support productive labour relations, improved employment conditions and workplace flexibility within legislative and economic constraints.
- Monitor and review the application of the framework and develop and modify processes and procedures as appropriate for delivering a high quality and up to date service to clients.
- Manage and coordinate the resolution of industrial disputes and claims; referred grievances and performance/unsatisfactory performance matters across all areas within the Education portfolio including the development and negotiation of industrial instruments.
- Provide high-order advice to the Minister, Director General, Executive Director and other key stakeholders on complex labour relations matters.
- Undertake complex research and analysis into the coordination, development, implementation and review of Industrial strategies, initiatives and projects.
- Represent the Minister and the Department at a senior level before industrial and administrative tribunals and at other forums.
- Establish and maintain strong partnerships with Unions representing Departmental employees regarding Industrial matters.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Department policy.
- Manage staff performance in accordance with the Public Sector Performance Management Standard and Department policy.

Selection criteria

Implements and manages strategy

- translates strategy into operational goals and creates a shared sense of purpose within the business unit
- engages others in the strategic direction of the work area, encourages their contributions and communicates expected outcomes
- considers the ramifications of a wide range of issues, anticipates priorities and develops long term plans for the work area
- understands objective, critical analysis and distils the core issues

Achieves results

- evaluates performance and identifies critical success factors
- establishes clear plans and timeframes for task implementation and outlines specific activities
- strives to achieve and encourages others to do the same
- monitors progress and identifies risks that may affect outcomes and adjusts plans as required

Builds productive relationships

- builds and sustains relationships with a network of key people internally and externally
- recognises shared agendas and works towards mutually beneficial outcomes
- brings people together and encourages input from key stakeholders

Exemplifies personal integrity and self-awareness

- acts professionally and impartially at all times and operates within the boundaries of organisational processes and legal and public policy constraints
- takes personal responsibility for meeting objectives and progressing work; and commits energy and drive to see that goals are achieved
- persists and focuses on achieving objectives even in difficult circumstances

Communicates and influences effectively

- confidently presents information in a clear, concise and articulate manner and translates information for others
- approaches negotiations with a strong grasp of key issues, having prepared well in advance
- anticipates the position of the other party and adapts approach accordingly
- encourages the support of relevant stakeholders.

Eligibility and training requirements

Employees will be required to:

- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit prior to commencement of employment
- complete the Department's induction program within 3 months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within 6 months of appointment and every 3 years thereafter
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

Certification

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

ENDORSED

Date 12 September 2024
Reference D24/0651767