

Position Description

Job family:	Specialist-External customer focus
Position title:	Senior Industrial / Employee Relations Advisor
Classification:	Cara Classification Level 5
Location:	Head Office
Reports to:	HR Manager
Directly manages:	Nil
Other Key Relationships:	Training, Workforce Planning, HR, Operations, Corporate teams

Purpose

Provide expert advice on complex industrial and employment related matters to the business which promotes an understanding of and coaches leaders in ensuring compliance with legislation and policy within an industrial/employee relations framework.

As an integral part of the Human Resources team, this role provides expert advice and guidance to the HR team on all IR/ER matters in a manner that builds capability across these specialist fields. The Snr ER/IR Advisor supports the organisation with the provision of broader business partnering activity where required incorporating the provision of accurate and timely HR advice and support.

Primary Responsibilities

Applies Specialist Expertise

- Develop an industrial/employee relations framework including policies and procedures to support a culture of proactivity, prevention and early intervention
- Provide authoritative advice in industrial and employee relations matters including the interpretation and practical application of relevant legislation, policies, employment contracts and industrial instruments such as Enterprise Agreements and Awards
- Provide high level advice and practical support / coaching to leaders and the wider HR Team in the management of complex employee relations matters
- Act as a key member of the Cara enterprise bargaining team
- Build respectful and productive relations with the relevant unions and strive to minimise or reduce the escalation of industrial and employee relations issues
- Provide education to coach and 'tools' to support leaders to develop their confidence and capabilities in managing routine employee relations and industrial matters
- Support the implementation of effective consultation, change and communication processes

- Support legal compliance throughout the employee lifecycle
- Conduct people investigations into complex complaints and disciplinary matters and/or support the HR Team and leaders to manage more complex matters
- Represent Cara at the Fair Work Commission, SAET, EEO Commission or other jurisdictions as required
- Lead or participate in project work as required

Delivers Quality Customer Service

- Act as a partner to customer groups and employees by providing an efficient, integrated and consistent service
- Provide advice and consultation on HR/ER/IR matters in a timely and effective manner
- Provide advice and support during culture and engagement related initiatives
- Use data and metrics to proactively support resolution of issues
- Provide input into human resources plans and initiatives
- Communicate and support implementation of human resources plans and initiatives
- Communicate and implement changes to HR policies and procedures

Contributes to team effectiveness

- Collaborates effectively to ensure team goals are achieved by providing input into decision making and problem solving
- Actively contributes to creating a high performing and collaborative culture

Engages Others

- Communicates in a clear and timely manner in lay terms
- Builds relationships with key internal people and departments across Cara
- Shares necessary information with all relevant stakeholders
- Negotiates effectively using Cara's values as the foundation for action

Applies a Business Mindset

- Contributes to the achievement Cara's strategic and operational goals
- Develops and monitors progress
- Identifies and manages risk
- Adheres to WHS policies, procedures and practices
- Is a brand ambassador
- Embraces continuous improvement

Demonstrates Personal Drive, Integrity and Cara's values

- Acts in accordance with Cara's values and Code of Conduct
- Uses sound judgement when making decisions
- Seeks feedback and engages in reflection
- Undertakes training and self-development

Personal Qualities, Qualifications and Experience

Essential Qualifications and Experience

- Tertiary qualification in Human Resources, Law or related field and/or extensive relevant experience
- Contemporary knowledge of Australia's industrial relations system and the application of legislation and industrial instruments
- Recent and significant experience in the interpretation and practical application of legislation, industrial instruments, HR/IR policy and contract law
- Experience in advocacy and in representing organisations at industrial commissions/tribunals
- Verbal communication and interpersonal skills that build and maintain positive, constructive relationships
- The ability to relay complex and legalistic information in a succinct manner that is understandable by the audience
- The ability to produce comprehensive, succinct and accurately researched communication such as reports, industrial briefings and correspondence
- Creative problem solving, initiative and excellent customer service skills
- Organisational skills and ability to prioritise workload and competing priorities
- Negotiation and planning skills and the ability to prioritise and meet deadlines
- High level of computer literacy including MS Office and other relevant packages including HRMS

Personal Qualities

- Relationship / Partnership focused
- Highly organised with strong attention to detail
- An enthusiastic and positive approach to others
- Inclusive and collaborative style
- Ability to communicate and influence across various levels in an organisation
- Adaptable and flexible

Essential conditions

- Satisfactory screening relevant to the contemporary needs of the organisation and the role (e.g. NDIS, DHS, Working with Children check (WWC), psychometric testing)
- Current full Driver's Licence
- Theory and competency based training as deemed required is completed and maintained
- Out of hours work requirements