

# Position Description



## Employee Relations Manager

### Safety People & Culture

### Reporting to Manager Employee Experience

#### Position Purpose

The Employee Relations Manager will take the lead in providing employment, RTW and injury management advice and support that enhances the employment relationship, ensures compliance and mitigates risks.

#### Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.
2. **Values:** behave and make decisions in accordance with the WaterNSW Values at all times.
3. Take the lead in the provision of accurate, fair and timely advice relating to employment, RTW and injury management.
4. Build capability of leaders and P&C team in managing employment, injury management and RTW matters.
5. Ensure frameworks to manage performance and disciplinary matters are contemporary, compliant with legislation, and are implemented and used consistently.
6. Represent WaterNSW in enterprise agreement negotiations and consultations with employees, unions and the Peak Consultative Group and assist in the ongoing development and implementation of the IR Strategy.
7. Represent WaterNSW in matters at Fair Work and industrial tribunals, preparing related documents and briefing external advocates where appropriate.
8. Monitor relevant legislative and regulatory change, and internal and external trends, to ensure compliance and contemporary approach to employment matters.
9. Engage in forums, maintain networks and liaise with government agencies and the NSW Public Service Commission to maintain currency with trends, policies, legislation and strategies in ER/IR management.

10. Coordinate, conduct and advise on investigations relating to professional conduct and performance.

11. Advise on complex workers compensation and return to work matters, seeking external advice when appropriate.

## Key Challenges

- Balancing employee rights and concerns whilst ensuring compliance and responsiveness to business needs and risks.
- Resolving difficult and sensitive issues in a manner where all parties are respected and interests considered.
- Contributing to building an environment of trust and engagement to get the best out of our people.
- Managing projects and delivering beneficial outcomes within set timeframes and resourcing in an environment with competing priorities.
- Finding innovative and appropriate solutions in a changing environment.

## Significant Internal Relationships

Stakeholder	Purpose of Relationship
People & Culture team	Partner to achieve common goals; provide support and advice
Employees	Provide support and advice
Leaders	Provide support and advice
Peak Consultative Group	Work collaboratively using interest-based approach

## Significant External Relationships

Stakeholder	Purpose of Relationship
Unions	Work collaboratively using interest-based approach

Employment Lawyers	Obtain specialist support to navigate complex workplace matters and/ or changes in labour relations context
Fair Work and other industrial tribunals	Represent WNSW interests
Insurer	Represent WNSW interests

## Delegations, Financial Accountabilities & Freedom to Act

As defined in the WaterNSW Financial Delegations as varied from time to time.

## WaterNSW Leadership & Performance Competencies

People	Level	
Coaching & Developing Others	B	<ul style="list-style-type: none"> <li>• Supports individual development in line with career aspirations and business requirements</li> <li>• Challenges others to achieve their full potential</li> <li>• Actively listens to others</li> <li>• Supports others to establish meaningful goals</li> <li>• Asks questions to create awareness and encourage self-directed problem solving</li> </ul>
Communicating with influence	C	<ul style="list-style-type: none"> <li>• Generates interest in complex ideas and concepts</li> <li>• Builds support by taking the time to educate and consult others</li> <li>• Uses storytelling effectively to meaningfully convey key messages</li> </ul>
Customer	Level	
Customer and Service Responsiveness	C	<ul style="list-style-type: none"> <li>• Actively seeks information to understand customer circumstances, problems, expectations, and needs</li> <li>• Identifies breakdowns in internal processes and systems that directly impact on the customer experience</li> </ul>

		<ul style="list-style-type: none"> <li>Develops processes and procedures which provide proactive, responsive and relevant service and solutions to customers.</li> </ul>
Partnering and Advice	C	<ul style="list-style-type: none"> <li>Consider broader purpose and the long-term context of the customer when providing advice</li> <li>Provides sophisticated and value adding insights for customers</li> <li>Assists customers to explore new ideas and to navigate the road ahead Provides credible advice for customers based on an understanding of the underlying issue</li> <li>Knows when to draw on additional resources to provide appropriate support and advice for customers</li> </ul>
<b>Business</b>	<b>Level</b>	
Safety and Risk Management	B	<ul style="list-style-type: none"> <li>Implements and monitors policies, procedures and programs</li> <li>Role models safety behaviour</li> <li>Takes immediate and appropriate action to minimise risk</li> <li>Considers safety and risk in all business decisions</li> </ul>
Planning and Delivery Results	C	<ul style="list-style-type: none"> <li>Defines and constructs the parameters, processes and resource requirements for successful delivery of initiatives</li> <li>Develops plans according to stakeholder requirements, and business context</li> <li>Regularly reviews plans and performance, and revises according to risk or impacts</li> </ul>

## Mandatory Candidate Requirements

### Qualifications:

- Tertiary qualifications aligned with HR/IR/ER or Employment Law

- Qualification in Investigations (Highly desirable)

**Knowledge:**

- Working knowledge of contemporary best practice in employment practice, including return to work and workers compensation
- Working knowledge of core P&C processes, procedures and systems

**Experience:**

- Strong negotiation and influencing skills with the ability to engage with a wide range of stakeholders in challenging situations
- Extensive experience in providing expert technical and specialised ER/IR advice, Proven experience in effectively educating leaders and HR professionals to build ER knowledge and capability
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- Experience in advocacy before the Fair Work Commission, including preparation of submissions and representing parties in conciliation
- Proven ability to act with respect, professionalism, and integrity in all professional interactions
- Well-developed organisational and prioritising skills, coupled with the ability to meet competing deadlines
- Sound judgement and decision-making skills
- Well-developed written and verbal communication skills

**Favourable Candidate Requirements**

- Previous experience using an interest-based approach to problem solving workplace issues.
- Investigation Experience

**Pre-Employment Checks Required**

- Identification
- Qualifications
- Pre-employment Medical – Office based
- Police Check
- Visa check (if non-citizen)