

POSITION DESCRIPTION

Western Australian Local Government Association

Position Title	Employee Relations Advisor
Portfolio	Member Services
Reports To	Employee Relations Service Manager
Employment Type	Full-Time
Location	West Leederville

Team Overview

The WALGA Employee Relations team provides human resources and industrial relations advisory, consultancy and advocacy services to Local Government members. The team is also responsible for leading sector advocacy, consultation and education about industrial matters impacting employment in Local Government.

Position Purpose

The Employee Relations Advisor is responsible for providing advisory and consultancy services to Local Government members about industrial relations and human resource matters.

Key Accountabilities

Advisory Service	<ul style="list-style-type: none"> • Provide verbal and / or written advice in response to member enquiries about human resource and or industrial matters that are within the employee relations subscription service summary. • Deliver timely, accurate and practical advice in a clear and professional manner that ensures the member's requirements have been met.
Consultancy Services	<ul style="list-style-type: none"> • Engage with members to understand the scope of consultancy projects and the desired outcome. • Undertake position description classification reviews. • Review and draft policies and procedures for members. • Conduct research and analysis to ensure compliance with employment legislation, the incorporation of best practice human resource approaches and member and or sector requirements.
Capacity Building	<ul style="list-style-type: none"> • Contribute to the development of resources such as template letters, policies and procedures, ER Guides and fact sheets for member access. • Initiate and contribute to the development of internal resources and processes to support and enable the team's ability to deliver a professional service to our members. • Develop presentation material and information resources for training, webinars, and seminars. • Assist the events team in managing events, registrations and event promotion as required. • Deliver face-to-face training, webinars and present to members and / or the sector at seminars.

	<ul style="list-style-type: none"> • Contribute to sector advocacy projects. • Draft ER alerts as required.
Administration	<ul style="list-style-type: none"> • Enter all interactions with members in the CRM, and regularly update reporting spreadsheets ensuring these items are kept up-to-date. • Manage member mailing and contact lists. • Format and organise the distribution of ER alerts. • Address salary and workforce survey enquiries. • Upload ER documents and resources to the WALGA website and monitor the WALGA website to ensure information is current. • Maintain accurate record and ensure documents are named and saved according to protocols.

Key Relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues, make suggestions, and provide updates. • Provide expert advice and contribute to decision making. • Identify emerging issues/risks and their implications and propose solutions.
Team	<ul style="list-style-type: none"> • Support a positive environment through teamwork, sharing knowledge and supporting colleagues.
Stakeholders	<ul style="list-style-type: none"> • Optimise engagement with other areas to achieve defined outcomes. • Manage expectations and resolve issues.
• External	
Stakeholders	<ul style="list-style-type: none"> • Establish professional relationships with members to enable the effective delivery of the advisory and consultancy services. • Manage member expectations and resolve issues. • Monitor, direct and address member enquiries.
Supplier/Service Providers and Consultants	<ul style="list-style-type: none"> • Manage expectations and resolve issues with service providers. • Communicate needs, facilitate routine business transactions, and resolve issues.

Key Competencies/Demonstrated Experience

Knowledge & Experience	<ul style="list-style-type: none"> • Demonstrated experience in providing a range of human resources and industrial advice to external and / or internal stakeholders. • Demonstrated awareness, understanding and application of employment legislation including the <i>Fair Work Act 2009</i> (Cth), <i>Industrial Relations Act 1979</i> (WA) and/or <i>Minimum Conditions of Employment Act 1993</i> (WA). • Demonstrated experience reading, interpreting and applying industrial instruments i.e. awards and enterprise agreements. • An understanding of contemporary human resources practices and principles. • Experience working as part of a team and or in a fast-paced open plan environment. • Tertiary qualifications in human resources, industrial relations or a related field is essential. • Knowledge of the role of Local Government is desirable.
Skills	<ul style="list-style-type: none"> • Ability to communicate clearly and professionally verbally and in writing. • Excellent customer service skills with an ability to meet the needs of members and manage their expectations. • Ability to manage competing priorities and complete work to meet timeframes.

	<ul style="list-style-type: none"> • An appreciation of and the ability to work in accordance with processes and team protocols. • Sound interpersonal skills with the ability to contribute to discussions, acknowledge the opinions of others and be receptive to feedback. • Preparedness and ability to present to an audience.
Behaviours	<ul style="list-style-type: none"> • Sets a tone of integrity and professionalism within WALGA and in dealings external to WALGA. • Takes accountability by accepting responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient, and effective manner. • Demonstrates respect for and willingness to work in the team by valuing the contributions, views and needs of others and participating, contributing, and progressing the team's objectives to an agreed outcome. • Shows an awareness of the principles of Work Health and Safety and applies them by taking care and being alert about issues in the workplace.
Values	<ul style="list-style-type: none"> • Ability to demonstrate and apply WALGA's values. <ul style="list-style-type: none"> ○ Respect: We treat everyone with honesty, integrity, and respect. ○ Excellence: We are a professional organisation, delivering positive impact for members and community. ○ Accountable: We take responsibility and work openly and transparently to earn the trust of our stakeholders. ○ Collaborative: We leverage strong relationships and partnerships. ○ Innovative: We constantly strive to improve, innovate, and adapt.