

# Position Description

Position Title	Employee Relations Consultant (Resource Development and Education)
Portfolio	Member Services
Reports To	Employee Relations Service Manager
Employment Type	Part-Time 0.8 FTE (30.4 hours per week)
Location	West Leederville

## Team Overview

This position is within the Employee Relations (ER) team, which provides Human Resources and Industrial Relations advisory, consultancy, and advocacy services to member Local Governments in Western Australia and the Northern Territory.

## Position Purpose

The Employee Relations Consultant (Resource Development and Education) applies specialist employment law and HR/IR expertise to deliver high-quality consultancy, advisory and capacity-building services to Local Governments. The role develops and reviews policies, procedures and sector resources; designs and delivers training and webinars, and provides clear, practical guidance informed by legislation, case law and best practice.

## Key Accountabilities

Consultancy Services	<ul style="list-style-type: none"> <li>• Draft, tailor and review policies and procedures for clients</li> <li>• Engage with clients to understand the scope of consultancy projects and the desired outcome</li> <li>• Develop and deliver tailored consultancy training workshops to clients</li> <li>• Conduct research and analysis to ensure compliance with employment legislation, emerging employment and safety case law, the incorporation of best practice human resource approaches and client and sector requirements</li> </ul>
Capacity Building	<ul style="list-style-type: none"> <li>• Draft and review ER Alerts to inform clients and or the sector about new case law and legislative changes</li> <li>• Develop training materials, presentations and information resources for training, webinars, seminars and forums</li> <li>• Deliver face-to-face training, webinars and present to clients and / or the sector at seminars and forums</li> <li>• Contribute to the development of resources for client access (such as template policies and procedures, letters and guidance documents) and initiate and or contribute to the development of internal resources and processes to</li> </ul>

	<p>support and enable the team's ability to deliver a professional service to our clients</p> <ul style="list-style-type: none"> <li>• Contribute to sector advocacy projects.</li> </ul>
<b>Advisory and Advocacy Services</b>	<ul style="list-style-type: none"> <li>• Where the need arises in the team for assistance to manage an influx of subscriber enquiries and advocacy matters, this position is responsible for the following: <ul style="list-style-type: none"> <li>○ Provide support and expertise to the ER Consultants about human resource and or industrial matters that are within the employee relations subscription service charter.</li> <li>○ Review and provide necessary feedback on written responses to client enquiries.</li> <li>○ Review and provide necessary feedback on written submissions for industrial tribunal matters.</li> <li>○ Work with the team and contribute to the peer review system.</li> </ul> </li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Enter all interactions with clients in the CRM, ensuring it is kept up-to-date</li> <li>• Maintain record keeping requirements and ensure documents are named and saved according to protocols.</li> </ul>

## Key Relationships

Who	Why
<b>Internal</b>	
<b>Manager</b>	<ul style="list-style-type: none"> <li>• Escalate issues, make suggestions and provide updates.</li> <li>• Provide advice and contribute to decision-making.</li> <li>• Identify emerging issues/risks and their implications and propose solutions.</li> <li>• Report on progress towards business objectives and discuss future directions.</li> </ul>
<b>Team</b>	<ul style="list-style-type: none"> <li>• Promote a collaborative and inclusive work culture and balance the success of the organisation with individual and team goals.</li> <li>• Actively seek out opportunities to contribute to the broader organisation, supporting the accomplishments of colleagues.</li> <li>• Foster a sense of unity and cooperation to achieve shared goals.</li> </ul>
<b>Stakeholders</b>	<ul style="list-style-type: none"> <li>• Manage expectations and resolve issues.</li> <li>• Communicate needs and facilitate routine business transactions.</li> <li>• Monitor, direct and address enquiries.</li> </ul>
<b>External</b>	
<b>Stakeholders</b>	<ul style="list-style-type: none"> <li>• Manage expectations and resolve issues.</li> <li>• Communicate needs and facilitate routine business transactions.</li> <li>• Monitor, direct and address enquiries.</li> </ul>

Supplier/Service Providers and Consultants	<ul style="list-style-type: none"> <li>• Manage expectations and resolve issues.</li> <li>• Communicate needs and facilitate routine business transactions.</li> <li>• Monitor, direct and address enquiries.</li> </ul>
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## Key Competencies

Knowledge and Experience	<ul style="list-style-type: none"> <li>• Subject matter expert in the HR/IR or related fields such as employment law.</li> <li>• Demonstrated experience in developing and delivering training materials on HR/IR topics for HR/IR practitioners and employees.</li> <li>• An understanding of contemporary human resources practices and principles.</li> <li>• Demonstrated experience in providing a range of human resources and industrial advice or employment law advice to external and or internal stakeholders.</li> <li>• Demonstrated awareness, understanding and application of employment legislation including the Fair Work Act 2009 (Cth), Industrial Relations Act 1979 (WA) and/or Minimum Conditions of Employment Act 1993 (WA), and anti-discrimination legislation.</li> <li>• Knowledge of the role of Local Government (desirable)</li> </ul>
Qualifications/Licence	<ul style="list-style-type: none"> <li>• Tertiary qualifications in human resources or industrial relations or a related field</li> <li>• Current "C" class driver's licence, with a demonstrated safe driving record.</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Ability to communicate clearly and professionally verbally and in writing.</li> <li>• Ability to explain complex training content to an audience with limited prior or professional knowledge.</li> <li>• Excellent customer service skills with an ability to identify and meet a customer's needs.</li> <li>• Ability to manage competing priorities and manage work to meet timeframe.</li> <li>• An appreciation of and the ability to work in accordance with processes and team protocols.</li> <li>• High level interpersonal skills with the ability to contribute to discussions, acknowledge the opinions of others and be receptive to feedback.</li> <li>• Well-developed presentation skills.</li> <li>• Ability to deliver technical training and answer impromptu questions which arise during the training course/workshop about HR/IR best practice, the latest developments in employment legislation and case law.</li> <li>• Ability to provide practical guidance during training delivery which reflects on prior work experience and examples of challenges and solutions.</li> </ul>
Behaviours	<ul style="list-style-type: none"> <li>• Willingness to travel throughout Western Australia and deliver trainings at relevant intrastate meetings and conferences along with some out of hours work.</li> </ul>

	<ul style="list-style-type: none"> <li>• Sets a tone of integrity and professionalism within WALGA and in dealings external to WALGA.</li> <li>• Contribute to a collaborative and inclusive work culture and establish relationships with stakeholders, focusing on building trust and rapport.</li> <li>• Take ownership of work and seek opportunities to contribute proactively.</li> <li>• Identify opportunities and implement initiatives for ongoing improvement.</li> <li>• Incorporate future thinking into planning and develop innovative approaches to achieve long-term objectives.</li> <li>• Effectively shape perceptions and outcomes through communication.</li> <li>• Embeds continuous improvement practices into everyday operations.</li> <li>• Uses a customer-centric approach to anticipate and meet the evolving needs of members and stakeholders.</li> <li>• Create a culture of partnership and collaboration within the organisation and external stakeholders.</li> <li>• Show an awareness of the principles of Workplace Health &amp; Safety and apply them by taking care and being alert about issues in the workplace.</li> <li>• Contribute to a culture of openness and support regarding mental health and well-being, encouraging colleagues to seek help when needed.</li> </ul>
<b>Values</b>	<p>Ability to demonstrate and apply WALGA's values:</p> <ul style="list-style-type: none"> <li>• <b>Respect</b> - We act honestly, with integrity and respect.</li> <li>• <b>Excellence</b> - We strive for excellence and an environment of continuous improvement.</li> <li>• <b>Accountability</b> - We take responsibility and work openly and transparently.</li> <li>• <b>Collaboration</b> - We value strong relationships and partnerships.</li> <li>• <b>Curiosity</b> - We encourage a spirit of enquiry, and an innovation mindset.</li> </ul>