

POSITION DESCRIPTION

Western Australian Local Government Association

Position Title	Employee Relations Service Manager
Portfolio	Member Services
Reports To	Executive Director Member Services
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 clients. 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 Service Manager is responsible for leading and managing a team of IR/HR professionals to deliver a quality human resources and industrial relations advisory, consultancy and capacity building service to Local Government clients. This role contributes to broader WALGA objectives and leads employee relations advocacy projects on behalf of the sector.

Key Accountabilities

Team leadership	<ul style="list-style-type: none"> • Demonstrates a consistent and visible commitment to WALGA's values and leads the team by fostering a culture of collaboration, accountability, innovation, continuous improvement and agility. • Build and lead a high performing team with the required capabilities, providing guidance and coaching, translating business plan objectives into actionable initiatives, setting clear goals and performance metrics. • Embed accountability into all business processes and decisions.
Advisory service	<ul style="list-style-type: none"> • Lead the team to deliver a professional quality HR/IR advisory service that addresses member enquiries within reasonable timeframes. • In conjunction with the Senior Employee Relations Consultant, provide advice to Councils regarding CEO employment, manage sensitive enquiries regarding senior Local Government employees, act as the point of escalation for challenging enquiries and lead the team approach to advice on emerging legislative issues. • Provide oversight for the quality and accuracy of advice provided to members. • Conduct research and analysis to ensure compliance with employment legislation, the incorporation of best practice human resource approaches and client and or sector requirements. • Act as an overflow support to represent members in industrial claims when required.

	<ul style="list-style-type: none"> Oversee the provision of verbal and / or written advice in response to member enquiries about human resource and or industrial matters that are within the ER service summary.
Consultancy services	<ul style="list-style-type: none"> Be the initial contact with clients to understand the nature of the consultancy work, confirm that it falls within the scope of ER Service, the desired outcomes and timeframes. Prepare or review cost estimates and response to RFQ documents for consultancy work and ensure fee for service work is promptly invoiced. Manage all aspects of service provision for Northern Territory clients, including liaising with the Local Government Association of the Northern Territory and other Local Government Associations on employee relations matters. Oversee the position description classification reviews. Deliver tailored training workshops and draft, tailor and review policies and procedures. Lead agreement negotiations for members.
Sector advocacy	<ul style="list-style-type: none"> Responsible for recognising employment relations issues as they arise and advocating for members as supported by the Local Government sector. Lead and oversee the management of sector ER advocacy projects. Oversee the monitoring of developing or changed legislation by the ER team and ensure changes are communicated to the sector. Ensure member groups are established to provide feedback on key issues. For example, the Sector Reference Group and the State Award Working Group. Provide feedback on and advocate to Government departments and Ministers on draft legislation and IR policy. Oversee the monitoring of applications to vary the Federal Local Government Industry Award 2020 and the relevant State awards including: <ul style="list-style-type: none"> collating sector feedback on award variations filing relevant Commission documents driving variations to the Local Government awards as required. Maintain positive working relationships with relevant unions.
Capacity building	<ul style="list-style-type: none"> Lead and contribute to the development of resources for member access. Oversee the development of presentation materials and information resources for training, webinars and seminars for members. Oversee the drafting of ER Alerts to inform members about industrial matters and legislative changes impacting employment arrangements.
Training, projects & events	<ul style="list-style-type: none"> Oversee the ER team in developing and delivering a suite of high quality and relevant training courses. Deliver training courses to members as required. Work with an external provider to oversee the annual delivery of the WALGA Salary and Workforce Survey. Oversee the delivery of an annual People and Culture Seminar and other ad hoc events. Deliver a presentation at an annual LGANT event in the NT. Prepare an annual calendar of ER events and training.
Customer service & administration	<ul style="list-style-type: none"> Oversee the call centre and shared Outlook inbox to ensure they operate smoothly.

	<ul style="list-style-type: none"> • Enter all interactions with clients in the CRM, ensuring it is kept up-to-date. • Oversee the maintenance of an up-to-date record of all ER service activities including consultancy work and sector advocacy. • Approve ER Alerts for sending to members. • Approve website updates to the ER section of the WALGA website. • Ensure WALGA maintains registration as an industrial agent in the WAIRC. • Ensure all finance administration is prepared, approved and paid within required timeframes with assistance from the ER Administration Assistant. • Prepare a draft budget for the ER service in conjunction with the Executive Director Member Services. • Manage and monitor legal expenditure to ensure it falls within budget. • Review and amend the ER Service Summary and subscription advertising issued annually. • Prepare monthly ER status reports and NT quarterly reports with assistance from the ER Administration Assistant. • Draft ER team contributions to internal and sector reports and updates.
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Key Relationships

Who	Why
Internal	
Executive Director	<ul style="list-style-type: none"> • Escalate issues, make suggestions and provide updates • Receive advice and report on progress towards business objectives and future directions • Provide expert advice and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions
Direct Reports	<ul style="list-style-type: none"> • Lead discussions and make decisions regarding key projects and deliverables • Provide guidance and coaching, translating team objectives into actionable initiatives, set clear goals and performance metrics
Team	<ul style="list-style-type: none"> • Lead a positive environment by fostering a culture of collaboration, accountability, innovation, continuous improvement, customer responsiveness and agility
Stakeholders	<ul style="list-style-type: none"> • Provide expert advice on a range of project related issues and strategies • Optimise engagement to achieve defined outcomes • Manage expectations and resolve issues
External	
Stakeholders	<ul style="list-style-type: none"> • Establish professional networks and relationships across other jurisdictions to maintain currency of issues, share ideas and learnings, and collaborate on common responses to emerging and/or developing issues • Establish and maintain relationships with LGIS including the workers' compensation and safety teams • Engage in, consult and negotiate the development, delivery and evaluation of projects • Establish professional relationships with clients to enable the effective delivery of the advisory and consultancy service • Establish professional relationships with third parties such as FWC, WAIRC and unions to enable the effective representation of clients in advocacy matters

	<ul style="list-style-type: none"> • Manage client expectations and resolve issues • Communicate needs, facilitate routine business transactions • Monitor, direct and address 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 • Negotiate and approve contracts and service agreements • Manage contracts and monitor the provision of service to ensure compliance with contract and service agreements

Key Competencies/Demonstrated Experience

Knowledge & Experience	<ul style="list-style-type: none"> • Demonstrated experience leading a team of HR/IR professionals delivering advice and support within an organisation or in a service delivery capacity. • Demonstrated experience working within the State and Federal industrial relations systems, including experience in the representation of client matters in industrial jurisdictions. • Demonstrated experience initiating, managing and delivering projects to improve advisory and support services internally or externally. • Demonstrated exposure working with third parties, including unions, law firms and service providers, and being able to develop and maintain professional and influential relationships. • Advanced knowledge and sound understanding of industrial instruments and how they operate, and experience negotiating enterprise/industrial agreements. • Sound understanding of the <i>Fair Work Act 2009 (Cth)</i>, <i>Industrial Relations Act 1979 (WA)</i>, <i>Minimum Conditions of Employment Act 1993 (WA)</i>, anti-discrimination legislation and other employment legislation. • Demonstrated understanding and application of contemporary Human Resource Management practices. • Working knowledge of the principles of training and development methods and practices. • Tertiary qualifications in human resources, industrial relations, employment law or a related field (essential). • Knowledge of the role of Local Government (desirable).
Skills	<ul style="list-style-type: none"> • Well developed leadership skills with the ability to develop team members to be high performers and deliver outcomes. • Ability to demonstrate business acumen and think strategically. • Preparedness and ability to lead by example. • Ability to communicate clearly and professionally verbally and in writing. • Excellent customer service skills with an ability to ascertain what a customer is seeking. • Ability to manage competing priorities and manage work to meet timeframes. • 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 able to constructively give and be receptive to feedback. • Ability to present in an engaging manner to an audience. • Sound advocacy and negotiation skills.

	<ul style="list-style-type: none"> • Well-developed problem solving and critical thinking skills.
Behaviours	<ul style="list-style-type: none"> • Willingness to travel to visit regional members and attend or present at relevant interstate meetings and conferences. • Sets a tone of integrity and professionalism within WALGA and in dealings external to WALGA. • Promotes a collaborative and inclusive work culture and balances the success of the organisation with individual and team goals. • Cultivates a culture of continuous learning, personal growth and professional excellence. • Establishes effective systems to ensure safe work practices and to mitigate and manage organisational risks. • Builds resilience across diverse, uncertain, and ambiguous contexts. • Inspires and guides others in developing resilience skills and embracing change. • Champions a culture of continuous improvement and fosters innovation in service delivery. • Shows an awareness of the principles of Workplace Health & 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.