



Industrial Relations Manager

Position Description

Position Title	Industrial Relations Manager
Responsible Council	State Council
Reports To	Group Manager, WHS, IR and HR Partners
Base Location	State Support Office, Lewisham

Primary position objective The Industrial Relations Manager is responsible for the management of professional industrial issues and advice regarding the Industrial Relations Framework, including relevant policies and procedures, advice concerning the management of Enterprise Agreements and adherence to Modern Awards, and for proactive industrial advice concerning contemporary industrial issues and practice within the Society.

St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,800 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

People and Culture Overview

The WHS, IR and HR Partnering function within People and Culture is responsible for meeting the WHS, Industrial Relations and HR Partnering needs of the Society for almost 2000 employees across NSW engaged in the Retail Operations, Homeless, Addiction, Disability, Family, and Support Services, as well as State and Central Council employees.

The WHS, IR and HR Partners function works with the internal functions within People and Culture in providing professional support to employees and volunteers working within the Society:-

- Organisation Change and Development
- Policy, Child safe and Complaints Management
- HR Operations, Recruitment and Payroll
- Conference and Member Support and Engagement

The People and Culture function is responsible for providing professional service delivery supporting employees, members and volunteers across the Society in a diverse range of activities including volunteer support, employment advice and management and member engagement, support and recruitment.

Duties and Responsibilities

The position provides senior level IR support and advice to the Executive Director People and Culture, Group Manager Workplace Relations, and relevant Society managers,

Responsibilities include, but are not limited to:

The Industrial Relations Manager is responsible for:

- the management and coordination of research and analysis concerning the Industrial Relations Framework for the Society.
- the management of complex industrial matters to maximise the service delivery of retail and Special Works services by the Society.
- the development of policies and procedures to assist with the interpretation, management and resolution of industrial relations issues.
- representing the Society in formal Industrial Relations matters/processes with Fair Work Australia.
- representation of the Society at industrial tribunals and development of related documentation.
- Take a lead role in providing considered industrial advice regarding employment programs involving complexity in industrial and employment arrangements.
- Contributing to advice concerning the management of Collective Agreements and adherence to Modern Awards.
- the coaching and support of internal stakeholders including executive, managers, employees and the People and Culture function concerning industrial matters.
- working closely with the Group Manager WHS, IR and HR Partners in providing effective and proactive industrial relations services throughout the Society
- Taking a lead role in the oversight of the management of disputes and grievances, union consultation, performance management processes and termination of employment, to ensure organisational compliance with relevant legislation, industrial instruments, Society and Government policy.
- Support and coach Senior HR Partners and HR Assistants in the effective case management of people related issues such as: disciplinary matters, performance management, employment tribunals, grievance and absence management in consultation with the Group Manager.
- In liaison with internal stakeholders, including the Group Manager and Senior HR Partners, monitor organisational change processes and ensure appropriate communication and consultation with employees and their representative unions to mitigate the risk of industrial disruption and ensure that Society priorities are met
- Develop templates and procedures concerning the management of industrial matters, including disciplinary matters, poor performance, misconduct and termination

- Contribute to the review and formulation of the applicable Industrial Relations Framework, support the negotiation process and lead negotiations on behalf of the Society
- Contribute to the development, implementation and review of the Society's Remuneration Policy and processes to facilitate equitable remuneration practices
- Review and analyse the society's Collective Agreements and make recommendations concerning their review, maintenance and revision
- Development and implementation of an IR Communications Plan/Strategy that supports the wider engagement work of the People & Culture Division, including, but not limited to, updates for internal P&C stakeholders and a newsletter for wider internal stakeholders
- Management of consultative arrangements with employee associations, and facilitation of negotiations with unions and representation of the Society before Fair Work Australia and other relevant forums
- Assess historical and current matters involving external industrial forums such as Fair Work and make recommendations concerning proactive management of these
- Liaise with internal and external stakeholders regarding industrial relations issues, including the preparation of internal research findings and instructions to ensure the interests of the Society are protected.
- Provide accurate and updated rates of pay to the Payroll team
- Develop and conduct regular audits of the payroll and rostering systems to ensure organisational compliance with relevant legislation, industrial agreements and policy

Essential Criteria

- Relevant tertiary qualifications in Human Resources or Industrial Relations
- Significant experience in industrial relations roles including external tribunals and forums
- Substantial experience in advising regarding workplace legislation and policy, and the Federal Industrial Relations system
- Substantial experience in the provision of industrial relations advice and the ability to adapt communication dependent on the audience
- Excellent negotiation, stakeholder management and conflict resolution skills
- Proven communication and interpersonal skills across a range of mediums/approaches
- Proven project management skills and the ability to manage competing priorities
- Proven independent working and collaborate skills
- Ability to deliver industrial training to diverse internal stakeholders
- Willingness to adhere to the ethos, mission and vision of the Society

Desirable Criteria

- Understanding of the not for profit sector and volunteer management practices and issues

The St Vincent de Paul Society is an Equal Employment Opportunity Employer