

WHAT IS AN INDUSTRIAL RELATIONS OFFICER?

Industrial Relations Officers manage employment conditions and related issues. Industrial Relations Officers aim to encourage employees and employers to work towards the development of effective organisational practices. They may represent industrial, commercial, union, employer or other organisations in industrial negotiations.

ROLES OF AN INDUSTRIAL RELATIONS OFFICER

- Advise on the operation of industrial awards and agreements
- Undertake negotiations on rates of pay and conditions of employment for employees and employers
- Develop and administer policies on different employee classifications, wage structures and related matters
- Maintain good relationships between employers and employees
- Examine and attempt to resolve industrial disputes and grievances in the workplace
- Study and interpret relevant industrial legislation (the laws which are formulated by parliament to control industrial practices in the workplace)
- Advise others on the proper procedures for carrying out negotiations and on the special regulations relating to employment and salary agreements
- Conduct research into particular industrial relations issues (e.g. the effects of changes in work practices on productivity)
- Represent an industrial group as a representative before industrial tribunals
- Provide advice, develop and negotiate enterprise-based agreements.

CAREER OPPORTUNITIES

Industrial Relations Officers may be employed by large private or public sector organisations, employer associations, trade unions or by the government. Some may progress to consultant and principal consultants within organisations or work for themselves.

QUALIFICATIONS REQUIRED

- Excellent customer relations skills
- Excellent interpersonal skills
- Experience with telephone support/assistance
- Good PC and network skills
- Knowledge of Microsoft products

SUPERVISION PROVIDED

A comprehensive orientation program is provided for all new staff members with ongoing support.

WHAT SORT OF PERSON SHOULD I BE?

To become an Industrial Relations Officer it is necessary to study a degree at university with a focus on industrial relations or human resource management.

PERSONAL SKILL REQUIRED OF AN INDUSTRIAL RELATIONS OFFICER

- Good communication skills
- Willing to work within rule (legislative and legal)
- Good conflict resolution skills

CONTACT Us: Recruitment Services Unit

NSLHD-Recruitment@health.nsw.gov.au

(02) 9887 5765

Adapted from Australian Government Department of Education, Employment & Workplace Relations Job Guide www.jobguide.dest.gov.au and SSWAHS staff and reviewed by NSLHD staff.