

# Unit Manager, Workforce Relations (ASO8)



Government  
of South Australia  
Department for Infrastructure  
and Transport

## Role statement

<b>Organisational alignment</b>	Division: People & Corporate Services Directorate: People, Culture & Capability Section: Workforce Relations & Redeployment
<b>Reporting relationships</b>	Reports to: Manager, Workforce Relations & Redeployment Direct reports: up to 8 FTEs

## Role overview

The Unit Manager, Workforce Relations is responsible for the provision of high-level leadership, direction, and expert advice on complex employee and industrial relations matters across the department, in accordance with South Australian Public Sector and federal legislative and industrial frameworks, and Departmental strategic direction, policies and goals.

The incumbent leads a team of specialist employee and industrial relations professionals to deliver expert guidance and resolution on complex and sensitive employee and industrial matters, ensuring employees are treated with respect and dignity and processes are underpinned by natural justice and procedural fairness, while ensuring legislative and policy compliance.

The incumbent leads the resolution of complex employee and industrial relations issues, including representation at the South Australian Employment Tribunal and Fair Work Commission and as well as representing the Rail Commissioner and Department through enterprise bargaining negotiations.

This incumbent leads, influences, engages and connects with a diverse group of stakeholders across the Department including other teams within PCC, employees, managers, executive team, affiliated unions and external stakeholders, to support the Department's strategic vision.

Further information about the Department can be found at: <https://www.dit.sa.gov.au/about-us>

### Our values

We pride ourselves on applying these values to our day-to-day interactions and individual performance. They shape our approach to achieving our strategic agenda.



**Collaboration**

We work together as one team to serve our customers.



**Honesty**

We are honest, open and act with integrity.



**Excellence**

We commit to excellence in everything we do.



**Enjoyment**

We enjoy our work and recognise our success.



**Respect**

We respect, understand and value the people we serve.

## Key outcomes required of the role

- Lead, mentor and grow the capability of the Workforce Relations team, fostering a high-performing and resilient culture, and ensuring delivery of timely high-quality service and advice, while navigating the complexities of industrial law and high-pressure situations.
- Ensure expert counsel to People, Culture and Capability (PCC) and managers and senior leadership across the Department on complex employee and industrial relations matters, including misconduct, performance management, medical incapacity, grievances and disputes and interpretation of policy and legislation, while ensuring compliance with the *Public Sector Act 2009 (SA)*, the *Fair Work Act 2009 (Cwth)*, the *Fair Work Act 1994 (SA)*, Commissioner's Determinations, Awards, Enterprise Agreements and other relevant legislation, and managing industrial risk.
- Lead the timely resolution of complex employee and industrial cases, ensuring timely, fair and consistent outcomes, underpinned by natural justice and procedural fairness.
- Build strong, credible relationships with internal stakeholders (PCC, management, employees) and external bodies (unions, OCPSE, IRAP), fostering open communication and collaborative problem-solving to minimise industrial conflict and maintain operational stability.
- Challenge existing practices and support managers to develop contemporary approaches to employee and industrial relations.
- Monitor emerging trends, risks and issues in employee and industrial relations, developing and implementing discipline related strategy across the Department.
- Ensure agency representation in industrial matters, including enterprise bargaining negotiations and disputes, while keeping abreast of best practice in industrial relations and relevant case law, to support the provision of high quality and expert industrial relations support and advice.
- Ensure strategic advice and support for organisational change initiatives, including structural change, workforce transition planning, consultation processes and industrial risk assessment.
- Contribute to a safe, diverse and healthy work environment free from discrimination and harassment by working in accordance with our values, legislative requirements, the Code of Ethics for the South Australian Public Sector, equal employment opportunity and departmental human resource policies, including Work Health Safety and Wellbeing requirements.

## Special conditions attached to the role

- A National Police Check (NPC) is required prior to employment in the Department for Infrastructure and Transport which must be renewed every three years.
- Some out of hours and weekend work may be required.
- Some intra / interstate travel may be required.

## Educational qualifications / licenses

- A Degree and/or post graduate qualification in a relevant discipline is desirable.

## Technical capabilities

- Practical understanding and ability to interpret legislation, which may include the *Public Sector Act 2009 (SA)*, the *Fair Work Act 2009 (Cwth)*, the *Fair Work Act 1994 (SA)*, Commissioner's Determinations, Awards, Enterprise Agreements and other relevant legislation.

## Person capabilities

[Our Capability Framework](#) describes the core capabilities, behaviours and skills required for us to meet our strategic objectives and be a modern public sector, attracting, developing and retaining the best talent. The framework is constructed around five categories of capability; personal attributes; building relationships; achieving results; leadership and growth; and performance enablers.

Refer to our framework for the detailed capabilities required for this stream. This role is classified as:

### Stream 3: Senior leader

Stream 3 roles would typically consist of team and senior leaders, senior team members and those with technical specialty (indicative classifications include ASO7-8, LE5, PO4-6, MAS3).

## Key selection criteria

The criteria outlined below are drawn from the most significant requirements of the person capabilities (from Our Capability Framework) and technical capability, professional knowledge and experience to be addressed in your application having consideration of the role overview and key outcomes.

- Demonstrated ability to lead, motivate, and grow the capability of an outcomes focussed team in a fast-paced, sensitive and high-pressure environment, fostering a culture of resilience and collaboration and modelling best practice across strategically aligned functions.
- Proven experience in leading and resolving end-to-end complex and time sensitive matters such as employee misconduct, managing unsatisfactory performance and medical incapacity, while ensuring adherence to the principles of natural justice and procedural fairness.
- Understanding of the end-to-end enterprise bargaining cycle, including strategy development and negotiation and demonstrated experience representing an employer's interests in formal Fair Work Commission and/or South Australian Employment Tribunal proceedings (conciliations, arbitrations, hearings) and managing significant industrial disputes and action effectively.
- Highly developed analytical and problem-solving skills, including expertise in advising on and developing strategy, specialist and innovative solutions, processes and/or discipline related policies.
- High level negotiation and communication skills, appropriate to the audience, with the ability to collaborate and build effective working relationships, credibility and influence diverse stakeholders, including other teams within PCC, union officials, employees, and senior management.
- Ability to perform effectively under pressure, manage high workloads, and respond quickly to dynamic operational requirements.
- Shows respect for diverse backgrounds, experiences and perspectives including that of Aboriginal and Torres Strait Islander people. Values diversity of thought.
- Shows genuine care for the safety and wellbeing of self and others.

## Approved

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Director, People Culture and Capability

<b>People, Culture and Capability Use Only</b>	KNet ID: 24117346	ANZSCO code: 2231	Position number: M36888
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