

<b>CONTRACTS AND COMPLIANCE BUSINESS CENTRE OFFICER</b>	
<b>ROLE</b>	Contracts and Compliance Business Centre Officer
<b>ROLE PURPOSE</b>	Provide information and assistance to HIA members on business regulatory and industrial relations matters.
<b>WHAT DOES THE ROLE DO</b>	<p>The Contracts and Compliance Business Centre Officer:</p> <ul style="list-style-type: none"> <li>• Provides accurate advice to members on contracting and compliance issues.</li> <li>• Provides advice to members on industrial relations issues including rates of pay and Modern Awards.</li> <li>• Responds to consumer enquiries.</li> <li>• Assists with the administration of complaints under the HIA Code of Ethics.</li> <li>• Allocates inbound calls to HIA business units.</li> <li>• Escalates more complex queries to other in the Business Contracts and Compliance Team.</li> <li>• Assists with the development of content across various channels.</li> </ul>
<b>HOW IS THE ROLE DONE</b>	<ul style="list-style-type: none"> <li>• This role is a national role and can be completed from any HIA office nationally. This position may be considered for hybrid work arrangements after an initial period of training</li> <li>• Liaise and work closely with HIA staff in all regions as part of the national HIA member servicing team</li> <li>• Being knowledgeable and understanding of HIA products and member servicing</li> <li>• Provide information and clarification to members and HIA staff on legal and industrial relations issues including: <ul style="list-style-type: none"> <li>- The Fair Work Act 2009 (Cth) – National Employment Standards</li> <li>- Various industrial instruments, including state and federal awards – determining award coverage and calculating rates of pay</li> </ul> </li> <li>• Work daily with other business centre officers and provide guidance and instruction to other team members</li> <li>• Assist the Contracts and Compliance team with the development, co-ordination and review of relevant industrial relations wage information provided to members, including using Microsoft Excel for wage calculations</li> <li>• Clarify HIA building contract provisions to HIA members and consumers nation-wide</li> <li>• Assist to manage the stock and distribution of national HIA contracts</li> <li>• Ad hoc research tasks</li> <li>• Knowledge and understanding of other industry bodies and their roles</li> <li>• Assisting HIA members with contract queries and escalating calls to the Contracts and Compliance team as required</li> <li>• Having a solid knowledge of HIA resources and information sheets and supplying these to members as required</li> <li>• Assist to oversee the consumer complaints and Code of Ethics process, including drafting letters to assist dispute resolution</li> <li>• Responding to email, telephone calls, social media enquiries and internal enquiries relating to HIA member services</li> <li>• Other duties or tasks as directed by the Senior Executive Director Compliance and Workplace Relations or Assistant Director Policy and Compliance and Executive Director – National Policy</li> </ul>

	<ul style="list-style-type: none"> <li>• Attending training on emerging legislation or trends in the residential building industry.</li> </ul>
<b>KEY ACCOUNTABILITIES</b>	<ul style="list-style-type: none"> <li>• Reporting on activity as requested</li> <li>• Accuracy and timeliness of advice to members</li> <li>• Provision of support to team members in relation to relevant enquiries</li> <li>• Being an accurate and informed first point of contact for HIA members across the nation</li> </ul>
<b>ATTRIBUTES &amp; EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Have relevant industry experience in law/contracts or industrial/employment/ human relations or be in the process of obtaining qualifications in any of these areas</li> <li>• An understanding of the residential building industry</li> <li>• An understanding of current industrial relations, workplace or contractual issues</li> <li>• Competent at working as part of a team as well as autonomously</li> <li>• Highly developed problem solving skills</li> <li>• Well developed interpersonal skills across a number of communication channels</li> <li>• High standard of customer service skills</li> <li>• Advanced research skills</li> <li>• Ability to manage time effectively in order to prioritise competing workplace demands</li> <li>• Ability to discern with reasonable precision, the nature and complexity of a query and to deliver the appropriate response</li> </ul>
<b>REPORTING</b>	This role reports to the Senior Executive Director Compliance and Workplace Relations
<b>KEY RELATIONSHIP:</b>	<p>Local Executive Director</p> <p>Legal Practitioner Director, Director ILP, Director Contracts</p> <p>Assistant Director – Policy and Compliance</p> <p>Executive Director – National Policy</p>