

JOB DESCRIPTION FORM

Section 1 - Office Identification

Organisation: CPSU/CSA	Classification: L6	Effective Date of Document: 15 July 2025
Division: Membership Services	Position No: 00013	
Branch: Industrial Services Group	Title: Senior Industrial Officer	
	Salaries Agreement/Award: CSA Staff Agreement 2023	

Section 2 - Reporting Relationships

Title Branch Secretary Classification	Other Positions Reporting directly to this office. Title and Classification: Industrial team comprising industrial officers, research officer and administrative assistant. Various classifications
↑ Responsible to	
Title Coordinator Membership Services Classification	
↑ Responsible to	
This Position/Office	

Section 3 - Key Responsibilities

State BRIEFLY the key responsibilities or prime function of the job.

Manages work allocations and coordinates the activities of the Industrial Services Group. Assists the Coordinator, Membership Services, in the formulation of policies and strategies of the Division. Undertakes special advocacy before Industrial Tribunals. Undertakes research on more complex aspects of major projects. Ensures provision of timely advice and assists members in the resolution of grievances.
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STATEMENT OF DUTIES		Effective Date of Document: 13 June 2025
Title: SENIOR INDUSTRIAL OFFICER	Classification: Level 6	Pos No: 00013

Section 4: Context and Scope

The Community & Public Sector Union SPSF Group (WA Branch)/Civil Service Association of WA (Inc). The CPSU/CSA is the State Public Sector Union of WA.

Our Vision:

Our vision is a fair and just society built through the provision of quality public services.

Our Mission

We are a Union of workers organising to win better jobs, stronger communities, an inclusive fairer society and a sustainable future.

Our Values

Union Values	Public Service Values	Our Team's Values
Collectivism Solidarity Compassion Professionalism Equality Fairness Sustainability Social Justice	Ethical Citizenship Collaboration Integrity Equality Inclusiveness Transparency Accountability Innovation	We will maintain a positive environment that promotes: <ul style="list-style-type: none"> - Constructive and effective communication throughout the organisation and with our partners and community. - Mutual respect for the diversity of opinions and beliefs. - Participation, inclusivity, equality and cooperation. - Innovation, creativity and adaptability. - Adherence to processes and deadlines. - Recognition of performance.

Our goals are

- Promote and advance the rights, job security and working conditions of our members.
- Increase and diversify our membership base.
- To grow a diverse and confident network of workplace leaders who represent and activate Members and participate in the democracy of our Union.
- A diverse innovative high-performance team with values that align with our Union direction and its purpose.
- To influence the progression of social justice that are consistent with our values.
- Long term financial sustainability.

STATEMENT OF DUTIES

Effective Date of Document: **13 June 2025**

Title:
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MANAGEMENT

- Manages the day-to-day activities of the Industrial Services Group (ISG).
- Provides regular reports on projects undertaken within the Division to the Coordinator Membership Services.
- Provides industrial advice and assistance to members, other staff and elected officers as required.
- Rosters ISG staff to provide an advisory service and provide “back up” for UnionLink.
- Develops and implements strategies to ensure ongoing training and development of all staff in ISG.
- Meets regularly with staff in ISG to plan, review and evaluate activities of the Group.
- Manages the performance of staff to ensure the provision of a quality service for all members.
- Provides supervision and mentoring to staff in ISG.
- Conducts regular file reviews of all staff within ISG

POLICY

- Undertakes research for projects and campaigns. Ensures relevant research is undertaken to support positive outcomes for projects and campaigns
- Assists in developing policy advice and strategies for dealing with industrial and other issues within the ambit of team responsibilities.
- Identifies emerging issues and makes recommendations for addressing any relevant matters.

INDUSTRIAL SERVICES

- Co-ordinates enterprise bargaining processes for allocated agency based membership groups.
- Allocates industrial matters to staff within ISG;
- Assists members to resolve grievances and ensures timely provision of advice and industrial services to members.
- Negotiates and liaises with Ministers, Public Sector Agencies, Unions, Peak Councils, Industrial Authorities and other organisations on all issues within the ambit of the portfolio.
- Researches, prepares and provides advocacy in relation to cases and appeals before Industrial Relations Commissions, Tribunals and Courts.
- Provides high level industrial advice
- Coordinate the drafting and review of FAQs, information packs, Communications to members that have industrial content, working collaboratively with the Coordinator Membership Services .
- Contribute to law reform under the guidance of the Coordinator Membership Services

OTHER

- Represents the CPSU/CSA on Committees, Working Parties and Study Groups as appropriate.
- Undertakes special projects and other duties as required.
- Monitors the team budget and makes recommendations on the formulation of the Division’s budget.

SELECTION CRITERIA

Effective Date of Document:

13 June 2025

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SENIOR INDUSTRIAL OFFICER

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RELEVANT KNOWLEDGE

- High level of knowledge of State and Federal Industrial Relations Systems including Legislation, Awards and Agreements.
- Comprehensive knowledge of industrial matters and industrial case law.
- High level of knowledge of public sector employment practices and management.
- Knowledge of organising principles and techniques.

RELEVANT SKILLS AND ABILITIES

- Highly developed communication skills, both written and oral.
- ability to coordinate and manage a team of staff.
- Capacity to direct and undertake research and effectively contribute to the development of union policy.
- Ability to identify and assess emerging industrial issues that affect our members.
- Ability to provide supervision, advice and mentoring to officers under direct responsibility. Ability to provide high quality advice and represent the Union in matters before the relevant Courts, Commissions and Tribunals.
- Capacity to manage and monitor expenditure within approved budgets and expenditure authorities.
- Demonstrated ability to analyse and resolve complex industrial matters.
- Highly developed advocacy and negotiation skills.
- Experience in file reviews and file management.
- Demonstrated capacity to develop and present training and education sessions.
- 'C-A' or 'C' Class Driver's License.
- Ability to identify and utilise online resources applicable to the role, experience with Microsoft products such as Excel, PowerPoint & Word to prepare presentations, submissions and manipulate data for reports

PREVIOUS EXPERIENCE

- Previous experience working as an Organiser/Industrial Officer/Advocate at a senior level.