

JOB DESCRIPTION FORM

Section 1 - Office Identification

Organisation: CPSU/CSA		Effective Date of Document: 21 February 2022
Division: MEMBERSHIP SERVICES		Office Nos: 58-62
Group: UNIONLINK		Title: Industrial Advisor
Salaries Agreement/Award: CPSU/CSA Staff Agreement 2020		

Section 2 - Reporting Relationships

Title Coordinator Membership Services Classification: 7 ↑ Responsible to	Other Offices Reporting directly to this office. Title and Classification: Senior Industrial Officer Learning and Development Coordinator
Title Lead Industrial Advisor Classification: 6 ↑ Responsible to	
This Office	

Offices under direct responsibility	Classification	Nos of FTE's
Title:		

Section 3 - Key Responsibilities

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

Provide industrial advice and interpretation to members on entitlements, legislation, employer and government processes and policy to assist them to resolve their individual and workplace issues. Distribute information to members. Recruit and engage with members and delegates. Identify potential organising issues and delegates/activists.

STATEMENT OF DUTIES		Effective Date of Document: 21 February 2022
Title: Industrial Advisor	Classification: Level 3/4/5	Office No: 58-62
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 Purpose Statement: The CPSU/CSA is a union of members working to deliver public services in WA. The purpose of our union is to develop the capacity and confidence of members to collectively build and maintain power in the workplace. We exercise this power to win improved industrial and workplace rights, fairness and dignity. Strong union workplaces deliver better public services for WA. CPSU/CSA Values: Equity: we acknowledge imbalances of power within our society and seek for all people to be able to access the opportunities and support they need to reach their full potential and lead their lives with dignity. Justice: we pursue fair and just treatment for people in and beyond the workplace. Respect: we celebrate diversity, genuinely listen to each individual voice, and treat all people with respect and dignity. Solidarity: we support and stand with others in their struggle for justice. Integrity: we act with transparency and accountability and always in the interests of members. Theory of Union: If we organise and mobilise members to build action at scale and align workers and community interests, we will pressure the government to improve public sector jobs and service delivery. <i>"Organised members"</i> = distributed leadership, self-sufficient workplaces, active and engaged.		

STATEMENT OF DUTIES		Effective Date of Document:
Title: Industrial Advisor	Classification: Level 3/4/5	Office No: 58-62
ROLE At all three levels, Industrial Advisors in the UnionLink team operate using telephone and email to provide industrial advice, interpretation and information to members on entitlements, legislation, employer and government processes and policy. This also includes providing information on Union policies and processes for members and non-members. They are responsible for identifying potential organising issues and workplace delegates/ activists through their contact with members. Advisors are expected to follow-up on workplace and member issues and to make recommendations and support the members on the resolution of these. These Advisors are required to be fully conversant with the union's telephone and computer systems. They are also required to input, extract, collate and manage data and information on the Union's electronic data bases. All are expected to identify and report potential issues and trends in the workplace. As a member of the UnionLink team, the Industrial Advisor participates in planning and development activities. The Industrial Advisor will undertake other duties as requested. At Level 3 the Industrial Advisor operates under direct instruction from the Lead Industrial Advisor, focusing on the provision of basic industrial advice and information to members and providing assistance with Union campaigns as directed. At Level 4, the Industrial Advisor by virtue of their increased experience operates more autonomously, and is expected to be fully conversant with all relevant entitlements, legislation, employer and government processes and policies and Union processes and policies. At this level, Advisors are required to operate proactively in engaging members, including identifying potential organising issues and following up on potential workplace delegates/activists. They deliver nominated training to Union staff and members. Level 4 Advisors provide support and advice for Level 3 Advisors and delegates. Advisors at this level may also be called upon to provide representation to members in meetings with management. At Level 5, as well as the duties set out above, the Industrial Advisor operates with minimal supervision. This Advisor researches the interpretation of complex industrial issues, legislation, employer and government policy and process matters and plans strategies to maximise outcomes for the Union. This Advisor develops, coordinates and conducts training for Union staff and members. The role also includes the provision of mentoring/coaching support for Level 3 and 4 Industrial Advisors and delegates. The UnionLink team operates as a close-knit team and Industrial Advisors at all levels are expected to contribute to and work within this team.		

STATEMENT OF DUTIES		Effective Date of Document: 21 February 2022
Title: Industrial Advisor	Classification: Level 3/4/5	Office No: 58-62
OUTCOMES Level 3 1. Telephone and email queries into UnionLink are answered according to Union customer service and other established procedures. 2. Data is entered into the Union database accurately. 3. Issues and trends are reported. 4. An active contribution is made to the work of the UnionLink team. Level 4 1. Telephone and email queries into UnionLink are answered according to Union customer service and other established procedures. 2. Data is entered into the Union database accurately. 3. New members are recruited and potential delegates/activists identified. 4. Potential organising issues, workplace issues and trends are identified, and recommendations made to Lead Industrial Advisor. 5. Training programs are delivered as directed. 6. Mentoring and support is provided to Level 3 Industrial Advisors and delegates. 7. Members are represented by Industrial Advisor in the workplace where a delegate or Organiser is not available. 8. An active contribution is made to the work of the UnionLink team. Level 5 1. Telephone and email queries into UnionLink are answered according to Union customer service and other established procedures. 2. Complex queries are researched and advice on the interpretation of industrial instruments, legislation and policy issues is provided. 3. Data is entered into the Union database accurately. 4. Potential organising issues, workplace issues and trends are identified and recommendations made to the Lead Industrial Advisor. 5. Plans are developed and implemented to address issues and the recruitment of new members and delegates in consultation with the Lead Industrial Advisor. 6. Training programs are designed and delivered. 7. Members are represented by an Industrial Advisor in the workplace where a delegate, Organiser or Industrial Officer is not available. 8. Structured mentoring/coaching support is provided for Level 3 and 4 Industrial Advisors and delegates.		

SELECTION CRITERIA

Effective Date of Document:
21 February 2022

Title:
Industrial Advisor

Classification:
Level 3/4/5

Office No:
58-62

LEVEL 3

ESSENTIAL

Skills/Abilities

1. Good verbal and written communication skills
2. Ability to work as a member of a team
3. Organisational skills.
4. Problem solving skills.
5. Computer skills including Office software, internet research and data entry.

Experience

6. Demonstrated commitment to unionism, equal opportunity and social justice

DESIRABLE

1. Previous experience in working in a call centre, community development or customer service environment.

LEVEL 4

ESSENTIAL

Skills/Abilities

1. Ability to communicate industrial concepts verbally or in writing.
2. Ability to deliver information to small groups.
3. Demonstrated customer service skills including listening, questioning, empathy, diplomacy.
4. Ability to organise and prioritise work.
5. Ability to work effectively as part of a team.
6. Ability to interpret and apply legislation, industrial instruments and policy.

Knowledge

7. Sound knowledge of industrial relations and employment legislation and industrial instruments.

Experience

8. Prior experience in undertaking computer based research and use of databases to extract information.

SELECTION CRITERIA

Effective Date of Document:
21 February 2022

Title:
Industrial Advisor

Classification:
Level 3/4/5

Office No:
58-62

DESIRABLE

1. Prior experience working in a call centre, community development or customer service environment
2. Prior experience in resolving industrial and union membership issues.
3. Knowledge of the 'Organising Model' of unionism.

LEVEL 5**ESSENTIAL****Skills/Abilities**

1. Ability to communicate complex industrial concepts verbally or in writing.
2. Ability to prepare and deliver information or training at a group level.
3. Well-developed customer service skills including listening, questioning, empathy, diplomacy.
4. Ability to meet team objectives in an environment of competing priorities through integration and management of individual and team workloads.
5. Well-developed ability to interpret and apply legislation, industrial instruments and policy.

Knowledge

6. Demonstrated knowledge of industrial relations and employment legislation and industrial instruments.

Experience

7. Prior experience in dealing with difficult people or situations preferably via the telephone.
8. Proven experience in undertaking computer based research and use of databases to extract information.
9. Proven experience in using industrial instruments for resolving industrial or union member issues.
10. Proven experience in providing representation to members in meetings with management.