

POSITION DESCRIPTION

ROLE:	SUPERVISOR – INFOCENTRE
ROLE PURPOSE:	<ul style="list-style-type: none"> • To manage the day-to-day operations of HIA's national Information Centre ("InfoCentre") located in the Brisbane office; • To manage content developed by the Workplace Services team.
WHAT DOES THE ROLE DO:	<p>The Supervisor – InfoCentre has a focus on the following:</p> <ul style="list-style-type: none"> • Manage the InfoCentre and the InfoCentre staff; • Support the national Workplace Services team in relation to member queries and advice; • Oversee and review all content developed by the Workplace Services team for the website and other platforms.
HOW IS THE ROLE DONE:	<p>Manage, supervise and support the InfoCentre to ensure its efficient operations in resolving member problems and enquiries. This includes:</p> <ul style="list-style-type: none"> • Managing and implementing the consumer complaints process; • Recruitment and training of InfoCentre officers; • Supervise and support the InfoCentre staff. This includes, staffing, work rostering arrangements and submission of casual timesheets; • Assist and guide the InfoCentre officers when responding to member queries; • Overseeing the drafting, maintenance, and distribution of Award pay rate and summary information sheets; • Provide and co-ordinate research for Workplace Services staff when requested; • Identify and develop appropriate training resources for both Workplace Services and the InfoCentre. Communicate with line manager how and why these training methods will be implemented; • Oversee, monitor, and review all content put forward by the Workplace Services team. This includes ensuring information is as consistent as possible as well as making all website requests and monitoring workplace services content for ongoing relevance; • Organise and monitor all Infosheet folders, acting as an information touchpoint for both the InfoCentre and Workplace Services; • Work directly with Workplace Advisors, Regional Directors and BDRs as needed to reduce strain on regions and provide information in a timely and accurate fashion; • Identify areas where member engagement can be increased; • Collect and compile information on the activities of the InfoCentre and Workplace Services; • Utilise CRM to run reports on case numbers, task numbers, and case topics to provide accurate feedback on the information HIA should be developing for members;

	<ul style="list-style-type: none"> • Other duties or tasks as directed by the Executive Director – Industrial Relations & Legal Services.
KEY ACCOUNTABILITIES:	<ul style="list-style-type: none"> • Effective team management; • Accuracy and timeliness of advice to members; • Provision of good support to team members in relation to relevant enquires; • Develop project plans for specific areas as and when needed.
ATTRIBUTES & EXPERIENCE:	<ul style="list-style-type: none"> • Ability to communicate and advise; • Research and project management skills; • Demonstrated managerial and problem solving experience; • Good understanding of current industrial relations, workplace and contractual issues; • Ability to work as part of a team across a range of disciplines; • Ability to be proactive and use initiative; • Desirable – tertiary qualifications in a legal, industrial relations, business, construction, management or related discipline (or the demonstrated equivalent experience in a similar role).
REPORTING:	<p>Direct report: Executive Director – Industrial Relations & Legal Services</p> <p>Indirect reports: Executive Director and Deputy Executive Director – Qld Executive Director – Nth Qld</p>
FUNCTIONAL RESPONSIBILITY:	The role directly manages the InfoCentre.