

Senior Industrial Relations Advisor

POSITION DESCRIPTION



Position Number:	3793
Department:	Workforce and Governance
Section:	People & Capability
Position Status:	Permanent Full Time
Classification:	Level 5 - Rockhampton Regional Council Certified Agreement 2025 – Internal Employees
Reports To:	Manager People & Capability
Revised:	August 2026

General Position Statement

This position supports Council's objectives by providing industrial relations advice and consultancy services across a broad range of employment and workplace matters. The role is responsible for fostering positive employee, management and union relationships, ensuring compliance with industrial relations legislation, awards and enterprise agreements, coordinating complex employment and disciplinary matters, supporting enterprise bargaining and consultation processes, and contributing to the development of policies, procedures, education programs and dispute resolution strategies. A high level of professionalism, stakeholder engagement and strict confidentiality is essential to the successful performance of this role.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Provide advice on industrial relations matters including, but not limited to, applicable Commonwealth and State legislation, policy and procedure as it relates to employment conditions, applicable Awards, Council's Certified Agreements, dispute resolution and mediation.
- Develop and maintain positive relationships with employees, management, and unions to foster harmonious industrial relations.
- Develop and review strategies and operational processes to ensure organisational compliance to industrial relations obligations under the guidance of the Manager.
- Provide advice on complex employment matters, and coordinate Council's discipline management processes.
- Administer the Joint Consultative Committee and other related working groups to establish and maintain professional working relationships with all stakeholders including management and union representatives.
- Prepare submissions and assist in providing representation as required for industrial matters.
- Assist the development and implementation of Council's Certified Agreement negotiations and associated processes, policies and procedures.
- Develop and review educational awareness programs deriving from Council's Certified Agreements.
- Prepare proposals and reports on Council's policies and procedures and associated policy systems.

Senior Industrial Relations Advisor

POSITION DESCRIPTION



- As required undertake negotiation, mediation and dispute resolution processes for industrial matters across Council to obtain desired outcomes.
- Prepare reports, discussion and briefing papers for Senior Management consideration and endorsement when required.
- Identify and advise of industrial relations risks that may impact upon the business, Council and employees.
- Work collaboratively with the People & Capability team in relation to employee related matters including but not limited to employee discipline, work performance and investigations.
- Engage with other areas within Workforce and Governance to ensure that a seamless and integrated support function is available to all stakeholders.
- Develop and maintain professional working relationships within Workforce and Governance and all groups particularly General Managers, Managers, Supervisors, and external stakeholders.
- Ensure a highly confidential and professional manner is maintained at all times in both daily operations and in dealing with others.
- Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence, and training.

Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Demonstrated experience and skill in providing compliant and contemporary industrial relations and investigative advice.
- Demonstrated knowledge of corporate human resources strategies, policies, and frameworks.
- Demonstrated experience in fostering professional relationships with union officials, employees and management to achieve desired outcomes.
- Demonstrated ability to identify key issues concerning employment conditions.
- Knowledge pertaining to industrial relations, legislation and best practices.
- Analytical, planning, organisational and time management skills with a high degree of autonomy.
- Negotiation and mediation skills with the proven ability to interact with clients confidently and build effective working relationships.
- Demonstrated ability to research, collate information and formulate recommendations.
- Demonstrated ability to develop Council policies, processes, and associated policy systems.
- Demonstrated ability to effectively operate computer systems including HRIS and MS Office Suite.
- Demonstrated high level attention to detail.
- Communicate Effectively – Ability to communicate with others verbally and in writing to meet requirements of the role.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Goal Setting – Ability to set, Define and deliver goals that are SMART – *Specific, Measurable, Achievable, Relevant and Timely*.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- Decision Making – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.

Senior Industrial Relations Advisor

POSITION DESCRIPTION



- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Focus on Continuous Improvement – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs.

Qualifications and Experience

- Degree qualifications in Industrial Relations, Human Resources, Business Management (or related discipline) and/or demonstrated extensive experience within Industrial Relations functions.

Desirable Qualifications and Experience

- Experience in a similar role within a large and complex organisation.
- Experience in a local government environment.
- Qualifications and/or experience in conducting workplace investigations.
- Qualifications and/or experience in conducting workplace mediation.

Behaviours

- *Customer Service* – Ensure service delivery and advice remain focused on Council's customers and community outcomes.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Act in accordance with Council's Code of Conduct.
- *Council Values* – Demonstrate behaviours aligned to Council's values: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development*.

Additional Requirements

- Ability to work in an office and outdoor environment.
- Ability to legally operate a motor vehicle under a "C" Class Licence.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).
- Ability to undertake a Functional Capacity Evaluation to satisfy the inherent physical requirements of the position.

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

Senior Industrial Relations Advisor

POSITION DESCRIPTION



Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	General Manager Workforce and Governance
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	