

WHITEHORSE CITY COUNCIL

Position description

Job title: Workplace Relations Specialist	
Classification: Band 8	Effective Date: July 2025
Reports to: Manager People & Culture	Tenure: Permanent

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

This position provides specialist workplace relations expertise, planning and management in support of a People and Culture Service Plan to deliver across key functions and projects. The role has a particular focus on Council's Enterprise Agreement, Employee Relations (ER) case management, P&C policy and Remuneration projects.

Key Responsibilities

Position Specific Responsibilities

ER/ IR advisory and case management

Provide technical expertise to P&C Business Partners and business leaders on internal policy, Industrial Relations and Employee Relations management practices.

Develop workplace policy and refine existing policy in accordance with business needs and ensuring appropriate consultation and engagement with key stakeholders.

Facilitate engagement of external parties to conduct mediations, investigations, negotiations and other dispute resolution methodologies as required.

Classification and Remuneration advisory and coordination

Provide advice in relation to classification, remuneration and benefits for Senior Officer and Enterprise Agreement positions and employees.

Undertake research and coordination in relation to remuneration and classification of Senior Officer and Enterprise Agreement positions, ensuring appropriate governance arrangements and controls are observed.

Ensure continued modern and compliant employment contract suite in line with Council's Enterprise Agreement.

Enterprise Agreement

Provide advice on the interpretation and application of WCC Enterprise Agreement, Awards, legislation and policy.

Coordinate the development of the strategy, planning and execution for Enterprise Agreement (EA) renegotiations and implementation of future EAs.

Coordinate a project plan for the implementation of an enterprise agreement.

Administer and coordinate Consultative Committee and effective working groups partnering with employee representatives and unions to deliver and maintain work deliverables.

Support the management of WCC's relationship with union partners on matters of consultation and disputation, and act as a point of contact with union representatives.

P&C Policy and Projects

Develop and oversee P&C Policy Framework detailing key P&C policies, currency and ownership. Liaise with speciality areas to review, design, develop and iterate future focussed P&C policies.

Ensure policies and solutions related to employment conditions align with Council policies and standards and external legal and regulatory requirements.

Support the implementation (and where required the development) of major people-related projects, in particular those with a focus around compliance, industrial relations, employee relations and remuneration.

Provide subject matter expertise in the review and assessment of organisation-wide projects and initiatives that have the potential to impact people policies, processes or practice ensuring they are adapted to meet WCC strategic objectives and compliance obligations.

Prepare briefing papers and reports for Senior Managers and the Executive Leadership Team (ELT) relating to policy development, legal or regulatory initiatives impacting WCC.

Identify and inform HRIS improvements and upgrades as applicable and support subsequent change management processes across the organisation.

Leadership

Lead in the spirit and practice of WCC's Code of Conduct and act as the ambassador for organisational culture and values ensuring they are embedded and upheld.

Make a positive contribution to the performance and culture of WCC by role modelling collaborative, constructive behaviours to build trust and support high standards of performance.

Corporate Responsibilities

Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.

Ensure the organisation is aware of and compliant with relevant statutes and legislation.

Identify and develop changes to policy and procedure in areas of responsibility.

Ensure that risk management principles are adopted in all decision-making processes within the team.

Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.

Apply sound financial management techniques to team budget processes.

Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.

Ensure appropriate care and use of assets and equipment.

Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.

Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.

Other duties as directed within the skills and capabilities of a position at this level.

Accountability and Extent of Authority

Budget:

Preparation, oversight and management of the Workplace Relations budget.

Staff responsibility:

Nil

Key Relationships

The position will liaise and negotiate with leaders, employees and service providers at all levels of the organisation, including the Executive.

The position is required to maintain professional relationships with various external contacts, including other councils, external partners and providers, relevant union organisations and regulatory bodies (e.g. Fair Work Commission).

Judgement and Decision Making

- Exercise judgment and solve complex problems.
- Make decisions independently and take an innovative approach.
- The freedom to act is governed by broad goals, policies and budgets with only periodic reviews.
- Exercise loyalty, judgment and discretion regarding confidential issues.

Specialist Knowledge and Skills

Technology

- Advanced skills in Microsoft Office applications.
- Sound knowledge of HRIS and Payroll systems – Oracle HCM and Payglobal desirable.

Other Technical Skills

- Established knowledge of the Fair Work Act, other employment legislation, and experience in interpreting and applying Awards, enterprise agreements, policies, procedures and other industrial instruments.
- Demonstrated ability to act as an internal consultant within the organisation and provide services that meet the needs and expectations of customers.
- Strong research, analysis and problem-solving skills in order to present compelling recommendations and business cases.
- Demonstrated successful experience in counselling and dispute resolution.

Certificates/Licences

- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.
- Working with Children Check.

Qualifications and Experience

- Tertiary qualifications in Human Resources, Industrial Relations or related discipline with extensive and diverse experience in people advisory and business partnering roles.
- Demonstrated experience in a senior advisory or leadership role across a broad range of HR functions, including employee relations, industrial relations, and pro-active partnering.
- Specialist Workplace Relations expertise.
- Significant experience in the development and implementation of HR policies, strategies and programs.
- Demonstrated successful experience across a variety of employee related matters such as workplace investigations, underperformance, disciplinary and associated matters.
- Experience with negotiation and coordination relating to Enterprise Agreements is an advantage.
- Experience working across a complex and diverse organisation with demonstrated success delivering effective outcomes with consideration to diversity and inclusion.

Interpersonal Skills

- Outstanding communication and interpersonal skills to formulate effective working relationships with and to inspire the confidence across all levels of organisation.
- Highly developed problem-solving skills with the ability to effectively manage complex and sensitive situations applying sound judgement and discretion.
- Highly developed engagement, negotiation and influencing skills.
- High self-awareness and capacity to build trust and gain the confidence of others.
- A personal style that models integrity, equity, fairness and transparency.
- Proven ability to manage a dynamic workload with competing priorities and operate independently effectively under pressure.
- Excellent presentation skills to enable the clear communication of information to a range of audiences

Management Skills

Leadership/management:

- Actively contribute to and enable corporate and business planning process and annual budget process.
- An understanding of Council's goals and of its values and aspirations, and the legal and socio-economic and political context it operates in.
- Plans, seeks, allocates and monitors resources to achieve outcomes on time and on budget.
- Manage team performance and foster an environment that encourages new ideas and provides support for the development of emerging skills, ensuring that objectives and goals are met, taking account of organisational and external constraints and opportunities.
- Ability to lead, motivate and develop employees.
- Ensure implementation and compliance of organisational policy, legislative and regulatory requirements.
- Think strategically, particularly in relation to WCC's collective agreement, organisational level strategies, programs and approaches.

Other attributes (desirable)

- Knowledge of local government operations and applicable legal and regulatory requirements an advantage.

Notes and Comments

- The incumbent may be required to work from different locations within the municipality
- The incumbent may be required to attend out of hours work meetings.

Key Selection Criteria

- Tertiary qualifications in Human Resources, Industrial Relations or related discipline with extensive and diverse experience in people advisory and business partnering roles and dealing with Unions.
- Demonstrated successful experience in delivering contemporary solutions-focused workforce initiatives that are consistent with strategic objectives.
- Demonstrated depth and breadth of experience driving HR policies, strategies and programs.
- Specialist Workplace Relations expertise. Experience with negotiation and coordination relating to Enterprise Agreements an advantage.
- Significant experience building performance, coaching managers and case managing grievances, under-performance, disciplinary and associated issues.
- Strong research, analysis and diagnostic skills to enable informed decision making.
- Demonstrated experience working across a complex and diverse organisation with demonstrated success delivering effective outcomes with consideration to diversity and inclusion.
- Demonstrated experience in building and leading high performing teams.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		Sometimes	
Hand/Arm Movement Tasks involve use of hand/arms	Keyboard, writing, carrying office supplies	Often	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Never/rarely	
Standing Tasks involve standing in an upright position	May work at sit/stand desk, make presentations	Sometimes/often	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Never/rarely	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects		Sometimes/often	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Office equipment. Not heavy	Sometimes	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Never/rarely	
Keyboard Duties Tasks involve sitting at workstation and using computer.	A large portion of the work will involve using a computer sitting at a work station.	Often	
Satisfactory Vision Standard of vision required equal to that required for driver's licence.		Often	

Any other relevant comments: