



Offices in Toowoomba, Bundaberg, Darwin, Sunshine Coast and Townsville

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INDUSTRIAL SERVICES OFFICERS POSITION DESCRIPTION

Position details

Position term: 1 x Continuing 1 x Fixed Term	Closing date: 4pm -Monday 30 November 2020
Position status: Full-time	A current driver's licence is required.
Position location: Brisbane	Email applications to: Human Resources Officer mcampanini@ieuqnt.org.au

Role purpose

In a changing industrial environment, our union is prepared to adopt flexible approaches to maintain its relevance and promote member activism in response to workplace and individual member issues.

A commitment to recruitment and the development of collective activism is crucial to our future as a union. Those who hold an Organiser position have a key role in this regard; however, they must have time to concentrate on recruitment and member development strategies.

The Industrial Services Officer will complement the work of Organisers in that the Industrial Services Officer will engage with Members initially by taking member enquiries via telephone and email and consequently deal with a range of workplace and individual issues which do not have an organising and recruitment opportunity.

Reporting relationships

The Industrial Services Officers will be immediately responsible to an Industrial Officer and ultimately responsible to the Branch Secretary.

Duties and Responsibilities

In this role you will:

Engage with Members initially by responding to telephone and email enquiries regarding individual workplace issues.

Provide specific support to members in the development of appropriate responses to individual and workplace issues.

Key tasks will include:

- Preparing correspondence/documentation relevant to an inquiry.
- Developing, maintaining and enhancing a database of relevant information and documents.
- Working in close collaboration on shared tasks/projects with Organisers, Industrial Officers and the Senior Industrial Officer.
- Providing appropriate responses to individual and workplace issues.

Selection Criteria

Your application should specify your relevant qualifications and background and then address the following selection criteria:

1. Capacity to develop considered responses on individual and workplace issues.
2. Effective communication, research and reporting skills.
3. Knowledge of current educational and industrial relations issues.
4. Capacity to contribute as an effective member of a work team.
5. Appreciation of union values.

A relevant tertiary qualification in law/industrial relations is appropriate.

Training and on-going support will be provided.

The potential to develop the above skills and abilities with training will be taken into consideration.

Additional information

- Our union is committed to providing on-going professional development and training for its employees.
- Our union promotes a non-smoking lifestyle.
- Further information in relation to our union may be obtained from our website www.ieuqnt.org.au.

INDUSTRIAL SERVICES OFFICERS SALARY STRUCTURE AND CONDITIONS

1. These positions are classified under the IEUA-QNT Officer Collective Agreement (2020) and all conditions of employment are contained in that document.
2. These positions are designated in the range Graduate Level 1 to Level 1 Step 4 of the Officers' Scale \$67,373 - \$87,519 p.a.
3. Appointment to a salary level will be made based on qualifications and experience.
4. Graduate appointment is within the range \$67,373 - \$76,038 p.a.
5. One position is Continuing and is subject to the successful completion of a six-month probationary period.
6. One position is a fixed-term appointment, concluding Friday 26 November 2021.
7. Other Conditions:

(a) Recreational Leave	6 weeks per annum
(b) Personal Leave	10 days per year, plus 5 days on initial appointment
(c) Bereavement Leave	3-5 days depending on circumstances
(d) Carer's Leave	As per National Employment Standards
(e) Time off in Lieu	6 days per year (non-cumulative)
(f) Superannuation	SGC enhanced to 12% by our union. Additional employer contribution is based on an employee co-contribution.
(g) Mobile telephone	A mobile phone will be provided for business use consistent with union guidelines.
(h) Car allowance	A kilometrage is paid where appropriate
(i) Motor Vehicle	A vehicle for a work-related use will be made available when required.