

Position description

Position	Group Manager Employee Relations
Group	Office of the Chief Executive
Reports to	Executive General Manager People and Culture
Location	1010 La Trobe Street Docklands Victoria
Date	March 2019

Our organisation

VicTrack owns Victoria's transport land, assets and infrastructure and works to protect and grow the value of the portfolio, to support a thriving transport system, and make travel and living better for Victorians.

With much of the asset portfolio dedicated to transport – our lands, infrastructure, trams and trains, and telecommunication networks – our focus is strategic asset management and supporting the delivery of better transport solutions. With a strong commercial focus we invest back into transport and communities, and support other non-commercial activities like community projects and environmental and heritage preservation.

Our core functions

Victoria's *Transport Integration Act 2010* sets out the objectives for each transport sector agency, and as the asset owners, our role is to manage the assets consistent with transport system objectives. Our core functions include:

- Telecommunication services and network infrastructure that supports public transport
- Managers of land set aside for transport purposes, including the development and sale of land no longer required for transport
- Project management and civil engineering services for rail infrastructure upgrades
- Transport facilities and asset management, including the open access Dynon Rail Freight Terminal and heritage, buildings and environmental preservation

Our business groups

Our business is made up of three specialist delivery groups including Property, Telecommunications and Project Delivery, which are supported by Corporate Affairs and Business Services. Each delivery group provides various disciplines in assets management and service delivery.

Our vision

To grow as a commercially sustainable corporation that supports the delivery of government policy and achieves triple bottom line outcomes through a strong commercial focus and environmental sensitivity and provides a range of social benefits to Victorian communities.

Our mission

To improve the value of assets that VicTrack manages for the state and deliver a range of commercial services and projects that improve Victoria's transport system and contribute to the state's liveability and sustainable economic development.

Our values

- Respect
- Professionalism
- Achievement
- One team

Dimensions

Reporting Relationships

This role reports directly to the Executive General Manager People and Culture.

Budget

NA

Other

NA

Purpose of the position

The Group Manager Employee Relations is responsible for the design and delivery of sound advice and expertise on employee and industrial relations and change management practices within the legislative framework relevant to VicTrack.

The role will provide leadership to employee and industrial relations matters and organisation wide change initiatives by developing and delivering a robust framework of policy, processes, systems and tools to mitigate employment risks. In addition, the Group Manager Employee Relations will establish and maintain policies and procedures to help the organisation provide a legislatively sound and fair environment for all employees, guidance in change management, and industrial relations (Enterprise Agreement Bargaining).

Key accountabilities/functions

- Design and deliver a sound and robust employee relations strategy which aligns to best practice and enables VicTrack to achieve its organisational objectives.
- Design and deliver expert advice on employee and industrial relations issues, in line with legislation and policy to ensure the organisation provides reasonableness and fairness in the work environment and that risks are understood and managed accordingly.
- Lead, manage and negotiate the enterprise bargaining process to deliver a favourable and commercial outcome for the organisation, with a current and future focus.
- Collaboratively design effective and contemporary people and culture initiatives and programs within the centre of excellence to both deliver on strategic workforce plan objectives whilst meeting employee and industrial relations obligations.
- Design a change management framework in line with legislation and policy to support organisational transformation and workforce capability.
- Develop progressive organisational policy and procedures within legislative frameworks enabling organisational flexibility and future needs.
- Build and maintain influential relationships with key internal and external stakeholders, including transport partner peer groups, employee groups and unions to deliver outcomes.
- Build employee and industrial relations acumen and collateral within the People and Culture team to deliver sound and consistent advice and solutions to the business.
- Resolve and provide solutions to complex industrial relations matters by analysing and identifying the most appropriate course of action considering risk, safety and employer obligations.
- Develop educational tools for use by employees and managers, focusing on employee relations and change management capability to improve outcomes in these areas.
- Ensure practice and policy in employee relations is current to manage organisational and employee risk.
- Act as the subject matter expert and provide advice on potential and realised people impacts within current and future business activities.
- Develop reporting methods and undertake trend analysis in the specialist areas of employee relations, industrial relations and change management and identify interventions to manage effective outcomes.
- Role models and coaches for inclusive, safety and values-based leadership within the People and Culture team and broader organisation

Customer focus

At VicTrack we require staff to practice Customer Focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting their needs. This is about listening to customers regarding their expectations and focusing on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

This position has organisational responsibility to ensure our collective approach to a customer centric approach is delivered, managed and monitored.

Safety responsibilities

Ensure safety instructions are adhered to and report any inappropriate practices and incidents. Comply with Occupational Health & Safety Act in regard to self, tenants and customers.

Train track safety awareness

All staff who may be required to come into contact with rail activity, including design work and the management of other staff, shall:

- Be responsible for their actions where those actions can in any way affect or compromise railway safety;
- Be aware of the railway safety requirements associated with their duties and responsibilities;
- Take whatever action is possible to prevent the occurrence of unsafe conditions and / or incidents;
- Report any railway safety problems / hazards of which they become aware to the Manager Safety.

Individual attributes

Qualifications

- Tertiary qualifications in Employment Law required
- Tertiary Qualification in Human Resources/industrial relations desirable
- Post Graduate Change Management qualification desirable

Knowledge & Experience

- Extensive experience in a dynamic employee relations role and industrial relations enterprise bargaining, preferably within the Victorian public sector
- Experience in achieving desirable organisation and commercial outcomes
- Proven experience in translating and applying legislation and industrial policy into practical business operations
- Experience executing complex organisational change/transformation efforts and demonstrated knowledge of a change methodology

Skills

- Demonstrated ability to apply a contemporary and commercial approach to the design and delivery of activities as a subject matter expert
- Highly developed written and oral communication, influencing and negotiation skills to achieve desired outcomes
- Strong project management skills with the ability to manage planning, milestones and stakeholder communication
- Strong commercial and business acumen
- Highly developed problem solving and critical reasoning skills
- Ability to collaborate effectively with stakeholders at all levels of an organisation to achieve and deliver results
- Capable to produce compelling and professional reports and executive papers, incorporating data analysis and financial cost impacts

Interpersonal and Other Features

Internal Relationships

- VicTrack line managers
- People & Culture team
- Senior Leadership team members
- VicTrack union delegates

External Relationships

- Industrial bodies including Unions
- Government Departments and agencies
- Transport partner peers
- Third party providers including legal practitioners