



Director (Workplace Relations and Wellness)

The University of Southern Queensland (USQ) is a dynamic university dedicated to providing quality programs and degrees in a flexible and supportive environment. In just over 50 years, USQ has established its position as a prominent teaching and research institution, providing education worldwide from three physical locations (Toowoomba, Springfield, and Ipswich) and an extensive online presence.

In support of our continued growth and innovation as a University, we are seeking a strategic leader and highly capable industrial relations professional with contemporary industrial relations and employment law knowledge and strong expertise in providing strategic, high-level advice to the Chief People Officer and other senior executives.

The People Portfolio is transforming to provide innovative, connected, and forward-thinking People services that shape USQ's culture and workforce of the future. Critical to meeting this changing landscape is the leadership and implementation of a strategic approach to complex and specialised workplace relations strategies and risk minimisation for the University, encompassing policy and legislative compliance, bargaining strategy, rehabilitation and wellness, and high-level specialist workplace relations projects.

You will bring significant expertise in the management of complex industrial matters and the conduct of workplace investigations, along with a sound understanding of natural justice principles and dispute resolution. As a highly capable and strategic leader, you will hold relevant qualifications along with strong relationship management and influencing skills, and the ability to provide a coaching and capability building service for leaders, managers and members of the People Portfolio team on workplace relations matters.

Located in thriving Toowoomba, this role provides the best of both worlds – a substantial corporate role with all the benefits of a regional lifestyle.

More information and a copy of the position description can be found at: www.uni-recruit.com.au.

Confidential enquiries and applications should be made to: **Graham MacAulay** on +61 (0) 419 704 686 or graham.macaulay@uni-recruit.com.au

Applications Close: 2 May 2021

Director

(Workplace Relations & Wellness)



CANDIDATE BOOKLET



The University of Southern Queensland acknowledges the traditional custodians of the lands and waterways where the University is located. Further, we acknowledge the cultural diversity of Aboriginal and Torres Strait Islander peoples and pay respect to Elders past, present and future.

We celebrate the continuous living cultures of First Australians and acknowledge the important contributions Aboriginal and Torres Strait Islander people have and continue to make in Australian society.

The University respects and acknowledges our Aboriginal and Torres Strait Islander students, staff, Elders and visitors who come from many nations.

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About USQ

In just over 50 years, USQ has evolved into a recognised teaching and research institution providing education worldwide from three physical locations (Toowoomba, Springfield and Ipswich) as well as online. The University is an international player in focused areas of research, with a number of outreach hubs, and national and international education partners.

USQ has ranked No. 1 in Australia for graduate starting salary for three years in a row and proudly reports almost 80% of our students gain full-time employment immediately after completing their degree.

Excellence in teaching and research, and the wellbeing and engagement of our student community, are core to all our decision-making.

We are focused on developing industry-relevant programs and work-ready graduates and stand by our commitment to supporting our regional communities and driving economic and social development.

Our community and industry relationships enrich the experiences of our students and provide the workforce of the future for our regions which are on a strong growth trajectory.

The strengthening of USQ's online and face-to-face teaching programs, enhancing the student experience, and raising the impact of our research activities, means our emphasis is on further developing USQ's presence as a regional university and major contributor to education in the rapidly growing western corridor of south-east Queensland.

#1 in Queensland for graduate full-time employment



Maximum 5-star rating for 'first-in-family'



Maximum 5-star rating for social equity



\$67,400

Highest national starting salary average

Good Universities Guide 2021

USQ Research



18 fields rated 'well above world standard'

30 fields rated 'at or above world standard'

Australian Research Council's Excellence in Research for Australia (ERA) 2018

Our values and people

At the University of Southern Queensland, our work is bound by purpose and underpinned by a culture that is values-driven, forward thinking and grounded in scholarship. We share a common goal of transforming lives through outstanding learning and teaching, positive student outcomes and experiences, and practical research that delivers real impact to our regions.

We believe that our strength lies in individual differences. With a culture that embraces diversity and promotes inclusion, we foster an environment where our employees and students can contribute to their full potential while being accepted for who they are.

The University community consists of approximately 1,800 professional, academic and casual staff, with many of these recognised as award winners for academic, research, professional and community involvement.

The University of Southern Queensland is committed to providing diverse employment opportunities and seeks to attract and recruit employees with genuine ability from a diverse range of backgrounds, and a commitment to our purpose and core values.

Discover more about USQ's people and culture at www.usq.edu.au/about-usq



35+

INDIGENOUS
EMPLOYEES

906

INDIGENOUS
STUDENTS



66

OF COUNTRIES
OUR EMPLOYEES
WERE BORN IN

90+

NATIONALITIES
AMONGST OUR
STUDENTS

101

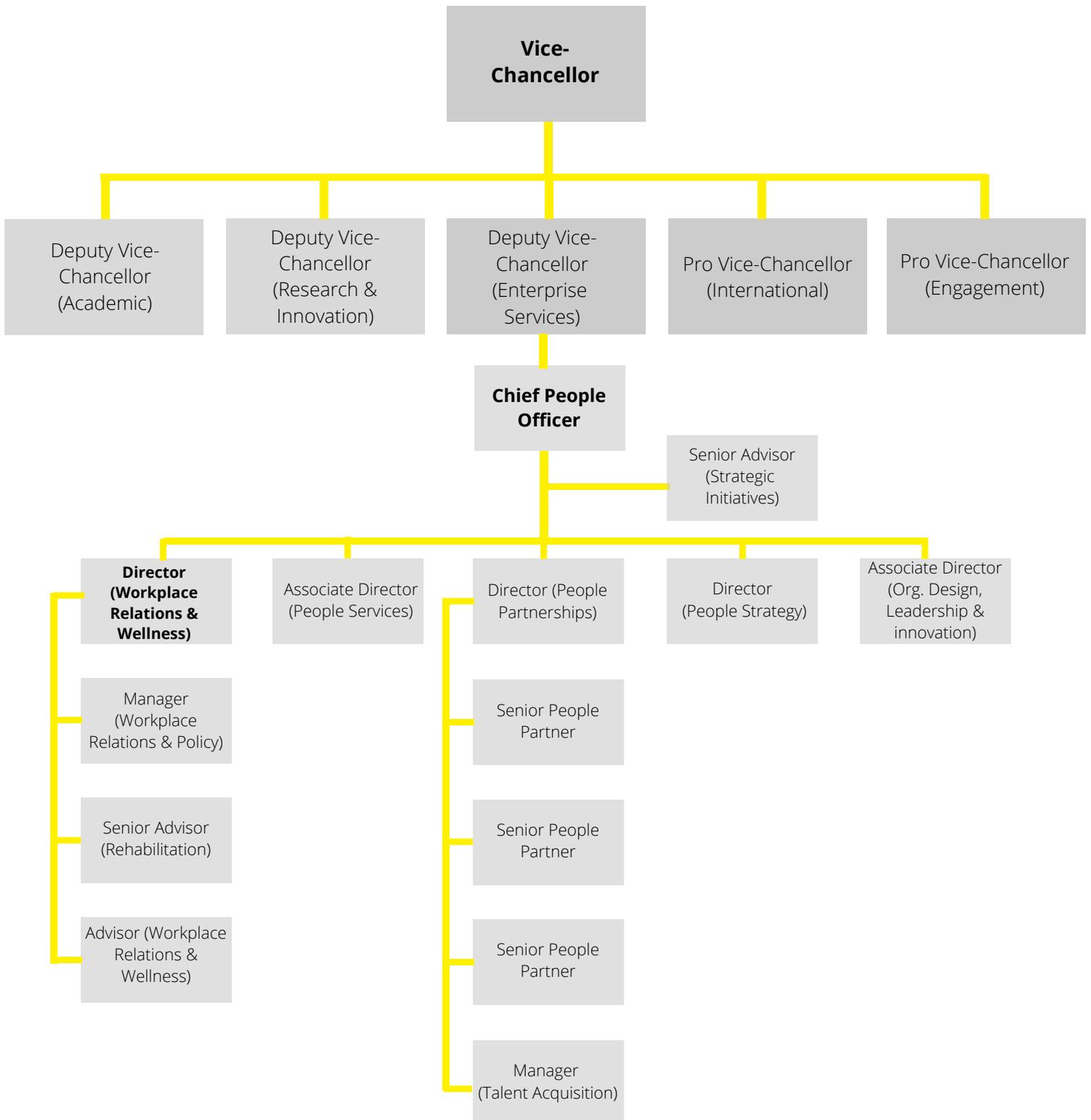
DIFFERENT
LANGUAGES SPOKEN
BY STUDENTS

Our values

We are united by our three core values of Respect, Integrity and Excellence, and seek people who:

- Respect each other and value the diversity of people, culture and ideas within our community.
- Apply and expect the highest personal, professional and ethical standards and act with transparency, consistency and fairness.
- People who work together through expertise, innovation and creativity to excel in all that we do as a University community.

Organisational Structure



People Portfolio

The People Portfolio at USQ plays a key role in shaping and supporting a culture and work environment which puts people at the centre of organisational design, function and decision making. The team of high calibre professionals partner with the business to support delivery of USQ's strategic plan by delivering on the people, change and performance goals of the University.

The People Portfolio team implements real time action learning and coaching to enhance leader-led engagement and accountability across the University. The team provides innovative, connected and forward thinking people functions to partner effectively with University leadership, employees and other

stakeholders to drive transformation of the University's academic and research priorities across the next five years and beyond.

The People Portfolio structure comprises the following teams, totalling some 38 employees, with the majority located at the Toowoomba campus:

- Office of the Chief People Officer
- People Partners & Talent Acquisition
- People Services
- Workplace Relations & Wellness
- People Strategy
- Organisational Design, Leadership & Innovation

USQ Springfield



Director (Workplace Relations & Wellness)

Location

The Director (Workplace Relations and Wellness) will be based at USQ's Toowoomba campus.

Role purpose

The Director (Workplace Relations and Wellness) is responsible for the leadership and implementation of a strategic approach to complex and specialised workplace relations strategies and risk minimisation for the University, encompassing policy and legislative compliance, bargaining strategy, rehabilitation and wellness, and high level specialist workplace relations projects. This includes responsibility for:

- leading and undertaking complex case management;
- developing enterprise bargaining strategies and frameworks;
- overseeing and advising on policy governance and frameworks;
- developing a wellbeing strategy and framework inclusive of injury management, rehabilitation and wellness at work; and
- managing external legal providers (on employment matters) in collaboration with the University Legal Office.

The role provides an expert workplace relations advisory service to the executive and the organisation, along with a coaching and capability building service for leaders, managers and members of the People Portfolio team on workplace relations matters.

Key accountabilities

- Provide leadership and oversight of workplace relations and wellness functions across the University, including:
 - specialised expert workplace relations advice through identifying key risks, opportunities and challenges for the organisation.
 - preparing strategies and documentation for workplace relations legal matters, including representing the University in various commissions and tribunals as required.
 - overseeing (and conducting as required) case management of complex workplace issues, workplace investigations, the management of grievances, complex performance and misconduct issues, and facilitation of dispute resolution processes and associated disciplinary action.
 - provision of workplace relations advice, coaching and support and the identification of trends in workplace issues for preventative action and early intervention.
 - expert interpretation, advice, support, guidance and coaching to clients on workplace relations policies, procedures and workplace legislation, agreements and awards.

Key accountabilities (cont.)

- development and management of enterprise bargaining strategy, tactics and processes, including a leadership role in the negotiations for enterprise bargaining agreements.
- partnering with and coaching leaders across the University and other staff of the People Portfolio to ensure consultative and other industrial obligations are met, including organisational change management.
- overseeing the management of workplace wellness matters, including injury and illness management, rehabilitation, and health and wellbeing and psychological safety initiatives.
- Develop and maintain effective working relationships with unions, employer/industrial associations, government agencies and relevant stakeholders and, where required, represent the University as an advocate before external agencies.
- Work collaboratively with the People Partnering team to ensure workplace relations issues are managed to minimise risk to organisational performance and reputation, and develop collaborative working relationships with the executive team and University managers, including playing a key role in coaching leaders in managing the University's workforce through advice, recommendations and resolution on workplace relations issues.
- Research and monitor workplace relations practices and policy within and outside of the higher education sector and recommend strategies in support of the University's strategic people and culture initiatives.
- Maintain knowledge of key developments, emerging case law and/or trends in the sector and provide advice on implications of these developments for the University.
- Formulate and prepare projects, proposals, recommendations, submissions and briefing papers of a complex nature on strategies, plans, policies and practices as they relate to specialist workplace relations matters.
- Effectively manage the Workplace Relations and Wellness team to achieve USQ and People Portfolio priorities and objectives; develop, coach and support team members to achieve individual accountabilities, objectives and individual development plans; and set and monitor performance expectations, targets and metrics for the function and create an environment of accountability and outcomes focus.
- Undertake a range of hands on service delivery activities, including both transactional, operational and advisory roles and functions as required, to ensure the standard of service expected across the organisation and by the University's leaders is met.

Key accountabilities (cont.)

- As a member of the University community, demonstrate the highest possible standards of professional and personal conduct, both as an individual and as part of a team, commit to regular engagement in personal, professional and team development, and demonstrate behaviour consistent with the key capabilities outlined in the USQ People Capability Framework.

Performance Indicators

- Levels of client satisfaction and feedback
- Work outputs meet service level agreements and key performance indicators
- Evidence of continuous improvement and efficiency gains
- Use of metrics to measure impact
- Positive People Portfolio culture and capabilities



Gumbi Gumbi Gardens, USQ Toowoomba

Selection criteria

Within the context of the University's purpose, vision, and core values, and in direct connection to the key responsibilities described above, it is expected that you will possess the following:

Qualifications

- Appropriate qualifications, ideally at postgraduate level, in a relevant discipline such as Industrial Relations, Employment Law, or any other related field.

Previous Work Background / Experience

- Experience in the management of significant industrial relations matters, including providing expert strategic, high-level advice and guidance to senior executives and managers on matters of employment law and/or workplace relations issues.
- Experience in the conduct of workplace investigations, and a sound understanding of natural justice principles and the dispute resolution process for industrial instruments and industrial matters.
- Proven relevant management experience preferably in higher education or similar sector.

Skills

- Expert knowledge and skills in contemporary industrial relations, employment law, negotiation and bargaining strategies, and human resources principles and practices.
- Management, leadership, and team building expertise.
- Strong relationship management and influencing skills, with excellent communication, consulting, negotiation and facilitation skills.
- Strategic business knowledge and understanding.

Key Capabilities

Within the context of the University's Key Capability Framework, and in direct connection to the key responsibilities above, it is expected that you will display the following:

Think Strategically:

Demonstrated high level ability to consider whole systems and leverage the complex links from the global to local scale in order to achieve tangible results in the tertiary sector. Demonstrated ability to engage in high level critical thinking and anticipate strategic risks to achieving the overall objectives of the University.

Selection criteria (cont.)

Engage People & Build Positive Relationships:

Demonstrated high level ability to establish credibility and use interpersonal skills to develop partnerships with a broad range of stakeholders external to the University. Demonstrated high level ability to direct effective work teams, resolve conflict, and participate in positive and successful organisation wide teams working to achieve University objectives.

Strive for Performance Excellence:

Demonstrated high-level ability to create a safe, healthy, and high-performance organisation. Demonstrated ability to collaboratively develop high-level plans and strategies that clearly define required outcomes, coupled with high level ability to drive the delivery of results.

Show Courage, Resilience and Adaptability:

Demonstrated high-level ability to act with moral courage in order to make difficult decisions, coupled with the ability to explain the impact of decisions on employees and students. Demonstrated ability to effectively work in situations of ambiguity, with the resilience and persistence needed to deal with issues that cannot be immediately or perfectly resolved.

Shape the Future:

Demonstrated ability to assess and address strategic risks while providing timely guidance to cross-functional teams in order to move new ideas forward. Demonstrated high-level ability to leverage cross-cultural perspectives and a diverse work force to drive continuous improvement and innovation.



Japanese Gardens, USQ Toowoomba

Terms of employment

Term of appointment

The initial term of appointment will be up to five years.

Remuneration

A competitive executive remuneration package will be negotiated with the successful candidate.

Benefits

The University will make employer contributions equivalent of 17% to a nominated super fund.

UniSuper is proud to be USQ's super fund of choice and is the only super fund dedicated to higher education and research professionals.

Annual, long service and other leave are provided in accordance with USQ's policies and procedures.

Relocation costs, including travelling and removal costs, for the successful appointee and family members will be met by the University in line with policy limits.

The University also offers a range of other benefits, including:

- Salary packaging options on portable electronic devices, financial advice, professional memberships, airport lounge membership etc.

- Flexible work arrangements including an extensive range of leave options and a parental support program.
- Free full gym membership and access to a range of health and medical services, including a free annual flu vaccine.
- Employee assistance programs.

Pre-employment screening

At USQ, we're committed to recruiting and retaining a high quality workforce. Pre-employment screening will be undertaken on persons recommended for employment to ensure the suitability, integrity and identity of those appointed to work at USQ.

Pre-employment screening for this role will include:

- confirmation of identity;
- verification of qualifications and/or professional body accreditations/registrations
- confirmation of previous employment
- criminal history check
- reference checking

Appointment will be conditional upon the completion and satisfactory outcomes of pre-employment screening.

Application Process

The University of Southern Queensland is partnering with UniRecruit to undertake a national search for high caliber candidates for this position.

For a confidential discussion about the role, please contact:

Graham MacAulay

Director, UniRecruit
+61 (0) 419 704 686
graham.macaulay@uni-recruit.com.au

or

Dora DeLaat

Senior Consultant
+61 (0) 434 051 349
dora.delaat@uni-recruit.com.au



The University reserves the right to invite applications, make an appointment by invitation and/or to not make an appointment.

Your application should include a covering letter in which you address the selection criteria.

In addition, your application should contain your full curriculum vitae including the following:

- Full name, address, mobile and telephone number(s) and email address
- Names, telephone numbers and email contact of at least three referees (no contact will be made without your permission)
- Employment history, including present position and notice required, and an indication of the earliest date on which you would be able to commence
- Details of education, professional training and qualifications
- Details of relevant professional, consulting or industry experience
- Any other relevant information, such as offices held in professional bodies and community service.

Applications should be emailed to Graham MacAulay at:

graham.macaulay@uni-recruit.com.au

Applications close 2nd May, 2021.





usq.edu.au/jobs