POSITION DESCRIPTION

Directorate: Health and Community Services

Division: Chief Operating Officer

Business Unit: Human Resources

Position Title: Assistant Director, Employee and Industrial Relations

Position Number: P09169

Classification: Senior Officer Grade C

Location: Canberra City / Hybrid working

Last Reviewed: October 2026

DIRECTORATE OVERVIEW

The Health and Community Services Directorate (HCSD) delivers a broad range of health and human services to support the wellbeing of the ACT Community and ensures our public health system meets the community's needs, now and into the future. HCSD provides strategic leadership on policy and population health direction for the ACT health system, ensuring services are innovative, effective, and responsive to community needs.

Alongside health strategy, HCSD is responsible for a range of human services including multicultural affairs, services for older people, housing, women's initiatives, family and domestic violence and homelessness services, and support for children, youth, and families. The Directorate also leads community disaster recovery and Aboriginal and Torres Strait Islander engagement.

HCSD is an inclusive employer where all people are respected and valued for their contribution. We strongly encourage and welcome applications from Aboriginal and/or Torres Strait Islander people, People with Disability, people from culturally and linguistically diverse backgrounds, veterans, mature age workers and lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) people.

DIVISION OVERVIEW

Corporate Services is responsible for whole of Directorate Governance, Finance, Human Resources, Communications & Engagement, Regulation, Assurance & Quality and Business Transformation & Systems. This includes the provision of enabling services to the Health and Community Services Directorate, Senior Executives, and the office of the Ministers.

BUSINESS UNIT OVERVIEW

The Human Resources Branch provides strategic Human Resource advice and high-quality services to the Directorate in relation to safety and wellbeing, capability, inclusion, performance, employee relations, recruitment, workforce planning and reporting.

POSITION OVERVIEW

The Assistant Director, Employee and Industrial Relations is a key member of HCSD's Employee and Industrial Relations Team. Under the direction of the Director, the Assistant Director will assist with the day-to-day delivery of employee and employment relations advice for HCSD staff, managers, and executives. As a trusted advisor representing the Human Resources Branch, the Assistant Director will take

a solution focused approach. They will make evidence-based decisions and work towards practical outcomes for people management and industrial relations matters.

WHAT YOU WILL DO

The primary responsibilities for this position are to:

- Provide high level strategic advice, analysis, and support on complex human resource matters to managers, executive and staff.
- Form productive partnerships with internal and external clients.
- Liaise and provide direct assistance in managing employee matters including but not limited to Preliminary Assessments, Reportable Conduct, Underperformance and referrals for investigation.
- Provide advice and support with interpretation of legislation pertaining to the ACTPS Employment Framework.
- Provide Enterprise Bargaining and Industrial Relations support.
- Prepare a range of high-level written material including correspondence, briefs, and reports.
- Research, analyse and lead policy development of strategic human resource initiatives and participate in strategic and business planning activities in the Employee Relations Section.
- Actively participate as a member of a team and contribute to the effective delivery of branch and section functions and priorities.
- Understand and work within the ACTPS Code of Conduct and ACTPS values of respect, integrity, collaboration and innovation, model behaviour consistent with the ACTPS Respect Equity and Diversity framework and lead safe work practices that are in accordance with the Directorate's Work Health and Safety system.
- This position may involve the direct supervision of staff.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. A high level of proficiency in translating technical and complex information into clear and concise messaging tailored to a range of audiences, ensuring understanding and supporting positive outcomes.
2. Demonstrated understanding of relevant ACTPS Enterprise Agreements, the *Fair Work Act 2009* and the ACT Government Employment Framework, and a proven ability to apply this knowledge when conducting detailed preliminary assessments and supporting misconduct and underperformance matters.

3. Experience in the use of HR systems such as CHRIS21 or similar.

Behavioural Capabilities

1. Demonstrated capacity to undertake high level research, analysis and problem-solving, exercise sound judgement, and provide well-considered advice and high-quality written correspondence and reports.

2. Demonstrated relationship management skills, including the ability to liaise, consult and negotiate effectively with a range of stakeholders while maintaining sensitivity, confidentiality and integrity.

3. Ability to promote, model and uphold the ACTPS Values and Signature Behaviours and Government priorities, and achieve consistently high service standards.

Compliance Requirements / Qualifications

- Tertiary qualifications or demonstrated relevant experience in human resources are highly desirable.
- Background / Security clearance checks may be conducted.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Assistant Director, Employee and Industrial Relations (position number P09169) and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent overtime	Occasionally
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Frequently
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never

Climbing	Never
Reaching	Never
Bending/squatting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never

TRAVEL	**FREQUENCY**
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Occasionally

SPECIFIC HAZARDS	**FREQUENCY**
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Occasionally

OTHER	**FREQUENCY**
Uniform required	Never
Personal Protective Equipment (PPE) required	Never