



POSITION DESCRIPTION

Directorate: Health and Community Services Directorate

Position Number: P58255

Division: Corporate

Classification: Administrative Officer Grade 6 (ASO6)

Business Unit: Human Resources

Location: Canberra City / Hybrid working

Position Title: Employee Relations Senior Advisor

Last Reviewed: September 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 and People Capability, Communications & Engagement, Regulation, Assurance & Quality, Office of the Senior Practitioner and Business Transformation & Systems. This includes the provision of enabling services to the 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 Employee Relations Senior Advisor is a key member of HCSD's Employee Relations Team. Under the direction of the Director, the Employee Relations Advisor 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 Employee Relations Senior Advisor will take a solution focused approach. They will provide advice in relation to outcomes for people management and industrial relations matters.

WHAT YOU WILL DO

The primary responsibilities for this position are to:

- Provide advice, analysis, and support on human resource matters to managers and staff.
- Provide advice and support with interpretation of legislation pertaining to the ACTPS Employment Framework.
- Form productive partnerships with internal and external clients.
- Prepare a range of written material including correspondence and reports relating to current work on hand and the volume of enquiries and cases.
- Manage the Employee Relations email inbox and prepare responses to incoming queries and questions from managers and staff.
- Research and analyse human resource initiatives and participate in strategic and business planning activities in the Employee Relations team.
- Coordinate and deliver accurate HR reporting, data analysis and workforce insights to inform employee relations reporting requirements and executive decision-making.
- 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 does not 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. Demonstrated knowledge and experience in applying employment legislation, industrial instruments, and human resource policies and procedures within a public sector employment framework, including the ACTPS Enterprise Agreements, the *Fair Work Act 2009* and *Public Sector Management Act 1994*.

2. High level research, analytical and problem-solving skills, and the ability to exercise sound judgement and provide well-considered advice, including high-quality written correspondence.
3. Experience in the use of HR systems such as CHRIS21 (or similar), reporting systems and spreadsheets (Microsoft Excel).

Behavioural Capabilities

4. Demonstrated sound oral and written communication skills, liaison, consultation, and negotiation skills.
5. Strong relationship management skills and experience and the ability to manage sensitive and confidential issues with integrity.
6. Model ethical behaviour and contributing to deliver outcomes aligned to the ACTPS Values and Signature Behaviours and Government priorities, and to achieving consistently high service standards.

Compliance Requirements / Qualifications

- Tertiary qualifications or demonstrated relevant experience in human resources are highly desirable.
- Police and Background checks may be conducted.
- This position does not require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of, Employee Relations Advisor (position number P58255) 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