

Queensland Together, Branch of the Australian Services Union Position Description and Selection Criteria

Job Title:	Industrial Officer
Centre:	Brisbane
Classification:	AO5 – AO7 (Gross Salary Range \$4088.83 – \$5628.85 per fortnight)
Employment Status:	Full-time

Purpose

To contribute to the building of a stronger Union by:

- Providing advice and support to members of Together.
- Providing ongoing advice and assistance to members with industrial issues.
- Increasing the activism and industrial knowledge of delegates and members.
- Representing members in meetings, at interviews with employers, and in Tribunals.
- Contributing to and demonstrating a positive union experience for members.
- Working with other officers across the union office in the provision of industrial advice.

Organisational Environment

Together is an organising union with members employed in the Queensland Public Sector, Queensland Health, private health, pathology, and private sector administration.

This role is part of a dedicated team of industrial staff who primarily assist in the delivery of the union's industrial advice and assistance to members, including through representation with employers and in appearances at Tribunals.

The Industrial Officer brings specialist industrial relations knowledge and skills to provide members with high-quality advice and representation in both individual and collective matters.

Industrial officers are responsible for delivering industrial advice and, where required, providing industrial assistance using case management methodology. They work collaboratively with delegates and union staff to take up collective industrial matters and participate in wider union activities to build both membership and strength in union campaigns.

The Representation, Engagement and Community Organising Team

The Representation, Engagement and Community Organising team is a multidisciplinary team within Together. It brings together Industrial Officers, Social Workers, Industrial Support Officers, a Collective Negotiator, and a Legal Officer to deliver collaborative advocacy and support to members.

Because of the sensitive and sometimes confronting nature of members' experiences, including accounts of bullying, sexual harassment, workplace injury, and mental health crises, staff in this team may be exposed to vicarious trauma. Together acknowledges this risk and

provides structured reflective practice, supervision, and professional development to support the wellbeing and sustainability of our staff.

Reporting Relationships

The Industrial Officer reports to the Industrial Director of the Representation, Engagement and Community Organising team and has no direct reports.

Duties

- Provide accurate and timely industrial advice to members.
- Provide ongoing industrial advice and assistance to members, on individual issues and collective matters.
- Represent members in Tribunals, at agency meetings, in interviews, and written advocacy.
- Attend various meetings as a union representative.
- Provide advice on industrial issues, union policies, and campaigns to members, in consultation with other union officers.
- Communicate sensitively and positively with members, orally and through written mediums, about the strategy, actions, and progress of their matters and regarding wider union activities.
- Provide feedback to agency-specific policy and sector-wide industrial instruments as required to improve members' working lives.
- Industrial staff are expected to maintain clear and accurate records, using the Union's CRM, AI tools, and phone system to ensure consistency, accountability, and timely support for members.
- Prepare written briefs for union staff about industrial issues and other union activities to support cross-union professional development.
- Actively participate in and contribute to the professional development of industrial staff and delegates.
- Identify issues that allow for the development of Union strength and growth in agencies across industries for distribution to relevant union officers.
- Participate in and support broader union activities.

Financial Delegations

- Nil.

Key Selection Criteria

1. Knowledge of, or ability to acquire knowledge of, contemporary legislative, regulatory and subordinate instruments relating to industrial and employee relations across the Queensland public and private sector.
2. Ability to analyse, interpret and provide accurate advice to members regarding industrial and employee relations matters within the private and public sector.
3. Sound interpersonal skills with a member advocacy and support focus, including the ability to:
 - Communicate positively with a diverse audience
 - Demonstrate respect and treat people with dignity
 - Negotiate and consult with a focus on resolution of issues
 - Maintain positive working relationships
 - Communicate complex and sensitive matters objectively
4. Sound written communication skills as demonstrated by the ability to develop accurate and relevant written documents, including briefing notes, correspondence, and submissions.
5. Demonstrated resilience and organisational discipline to manage urgent instructions and shifting priorities without compromising quality.

Mandatory Requirements

- Applicants must be able to satisfy the requirements of Section 513 of the Fair Work Act 2009 in order to gain a Right of Entry.
- A proven commitment to Unionism.
- Open class “C” driving license is essential.

Additional Information

- Together is an Equal Employment Opportunity Employer.
- Smoking is prohibited in all Together buildings and vehicles.
- Progression arrangements to AO6 and AO7 exist within the Union for industrial staff. At commencement, successful applicants may seek to negotiate commencement rates.
- The position may require some work after hours or on weekends.
- Travel away from the Brisbane office may be required, including being away overnight/s.
- In addition to addressing the Selection Criteria, applicants should provide a succinct Curriculum Vitae or Resume, including relevant work history.

Applicants are requested to forward, preferably one application, to:

Alex Scott, Branch Secretary
via email jobs@together.org.au

Exposure to Vicarious Trauma

In this role, you are not expected to directly experience traumatic events. However, you may be exposed to vicarious trauma through discussions and interviews involving sensitive subjects such as domestic and family violence, deaths in custody, occupational violence, and related matters.

To support your well-being, we have established comprehensive physical and psychosocial safety measures across all workplaces. These include strategies to manage the risks associated with exposure to traumatic events and vicarious trauma. We are committed to providing support and resources for employees affected by their work.

We encourage you to reflect on the potential impact of this exposure on your personal resilience and coping strategies. Ensuring that you have effective support mechanisms in place will be essential in sustaining your ability to work in environments where sensitive and potentially distressing matters are discussed.