

Position Description

Manager Industrial Relations

Classification:	HS6 (EX05)
Business unit/department:	People & Culture
Work location:	Austin Hospital ☐ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025 - 2027
Employment type:	Full-Time
Hours per week:	38
Reports to:	Director Workplace Relations
Direct reports:	1
Financial management:	Budget: nil
Date:	September 2026

We acknowledge the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander Peoples. We acknowledge the deep and enduring connection that First Nations Peoples have to this land, and we honour their strength, resilience, and leadership. We are committed to creating a culturally safe and supportive workplace where Aboriginal and Torres Strait Islander voices are heard, valued, and empowered.

Position purpose

Reporting to the Director Workplace Relations, the Manager, Industrial Relations is accountable for designing, implementing and operating an enterprise-wide governance framework for workplace relations and pay compliance obligations. The role provides compliance oversight with employment-related obligations arising under applicable Victorian public health enterprise agreements, the Fair Work Act 2009 and other related legislation. It partners closely with the Employee Relations team, HR Systems, Payroll, HR Operations, Enterprise Risk, and Legal to ensure compliance obligations are translated into effective controls, monitored over time, and remediated where issues emerge. The position will provide high level support, coaching and advice to senior leaders, HR People Partners and the broader People & Culture team, and engage constructively with unions and employee representatives.

About the Directorate/Division/Department

The Workplace Relations team is a specialist centre of expertise that leads the governance and compliance of workplace relations obligations. It includes risk management advisory services on all things related to the employment relationship including HR systems design, HR Policy and Processes, interpretation of employment entitlements and provision of case management support services for Austin Health Managers and employees on workplace employment related issues.

Position responsibilities

- Actively lead the organisation's Industrial Relations governance and compliance strategy, aligned with broader P&C, risk appetite and organisational strategies, in order to meet legislative obligations.
- Champion a strong compliance culture across the organisation, in which obligations are clearly understood, consistently applied and openly discussed.
- Design, implement, operate and continuously improve the industrial relations and pay compliance governance framework, aligned to the organisation's risk management standard.
- Establish and maintain an obligations register for the Fair Work Act, applicable enterprise agreements and other relevant industrial instruments and legislation.
- Define, document and keep current the control library, RACI matrices and process maps that demonstrate how each material obligation is met.
- Take an active role in monitoring compliance, identifying gaps, and partnering with HR Systems, HR Ops and Payroll teams to design robust, sustainable solutions to minimise the risk of non-compliance.
- Manage the compliance issues and incident register, drive timely closure of remediation actions, and track the effectiveness of corrective measures.
- Lead investigations into suspected non-compliance, including underpayment matters and difficult, complex or high-profile industrial relations issues, with a structured focus on root-cause analysis, quantification and sustainable remediation.
- Coordinate engagement with internal audit, external auditors and, where applicable, the Fair Work Ombudsman and other regulators.
- Provide strategic and tactical advice to organisational leaders and People & Culture colleagues on the interpretation of industrial relations obligations, non-compliance risk and risk mitigation, legislative compliance and opportunities.
- Act as a trusted advisor to senior leaders across People & Culture, Operations, Finance, Enterprise Risk and Legal on industrial relations compliance and governance matters.
- Lead the interpretation of enterprise agreements and the Fair Work Act, ensuring that interpretations are documented, applied consistently and reflected in controls.
- Educate and uplift the capability of leaders, payroll and HR practitioners through clear guidance, training and communications.
- Engage regularly with union officials, employees and their representatives through structured consultation, working actively to resolve issues at the earliest reasonable stage and minimise disputation.
- Support workplace change consultation by assessing compliance implications, tracking commitments and ensuring downstream obligations are captured in the governance framework.
- Support the HR systems team with oversight of the configuration (and reconfiguration as part of the implementation of newly approved enterprise agreements) of payroll, and workforce management and HRM systems, with appropriate testing, sign-off and version control.
- policies, procedures, communications and leader guidance.
- Reporting and governance forums



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- Maintain a current view of the organisation's compliance risk profile, key indicators and emerging issues, and provide informed commentary on trends and outlook.
- Maintain current technical industrial relations knowledge, staying across legislative reform, case law, Fair Work Commission decisions, Fair Work Ombudsman enforcement activity and evolving industry practice.
- Review policies and processes with view to simplify, ensuring alignment with our People Strategy and Values, and compliance with IR obligations
- Develop/enhance toolkits and self-service support materials for line managers in relation to industrial relations risk management
- Establish and maintain relationships with internal & external stakeholders (including Union's, VHIA etc.)

Selection criteria

Essential skills and experience:

- A commitment to Austin Health values: Our actions show we care, we bring our best, together we achieve and we shape the future.
- Demonstrated experience as a seasoned industrial relations professional, with proven experience advising on the practical application of industrial instruments, managing IR risks in workplace change particularly in a unionised environment and in the context of large employee cohorts.
- Strong, current working knowledge of Australia's industrial relations system, including the Fair Work Act 2009, the National Employment Standards, modern awards, enterprise agreements, wage underpayment / wage theft legislation and Fair Work Ombudsman enforcement practice.
- Demonstrated experience engaging with unions and employee representatives constructively, minimising disputation and resolving issues.
- Experience managing the investigation and resolution of difficult, complex or high-profile industrial relations issues within a large organisation.
- Demonstrated experience establishing and operating compliance governance frameworks and controls, including obligations registers, control libraries, monitoring plans, issues and incident management, and reporting.
- Experience leading wage remediation activity, including root-cause analysis, quantification of exposure and design of sustainable controls.
- Solid understanding of the pay system environment (Human Resources Information Systems, payroll systems, award interpretation and time & attendance systems) and the practical challenges of implementing industrial terms accurately into systems and associated processes.
- Experience overseeing compliance controls enabled by payroll and / or workforce management systems (UKG Pro, SAP, Workday, Kronos or equivalent), including configuration governance.
- Strong influencing and negotiation skills, coupled with superior written and verbal communication skills, including the preparation of executive and board-level reporting.
- Proven ability to engage, build relationships and influence stakeholders at all levels of the organisation, from frontline leaders through to executive.
- Ability to build and leverage strategic relationships with key internal and external stakeholders to implement changes and initiatives that support organisational outcomes.
- Ability to manage legal claims and lead industrial disputes in external forums such as Fair Work, VCAT and other relevant Tribunals
- Well-developed negotiation skills and the ability to gain the confidence and cooperation of employees, managers and other stakeholders to facilitate positive outcomes.



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- Highly organised, with a proven ability to plan and prioritise work effectively and respond well to change in a dynamic team environment.

Desirable but not essential:

- Experience in the public health sector or other large-enterprise agreement covered industry with complex, multi-instrument workforces would be advantageous.

Professional qualifications and registration requirements

- Relevant tertiary education in Human Resources, Business, Law or Industrial Relations

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to creating a culturally safe, inclusive and anti-racist environment for all staff, patients, consumers, carers and communities. We recognise that racism, discrimination and exclusion negatively impact health and wellbeing, and acknowledge the unique and ongoing effects of colonisation, dispossession and systemic inequities experienced by Aboriginal and Torres Strait



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Islander Peoples. We are committed to embedding cultural safety and inclusion across all levels of our health service, actively identifying and eliminating racism in all its forms, and equipping our people with the knowledge, skills and confidence to challenge racism, foster respect, and create a safer and more equitable experience for everyone.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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