



POSITION DESCRIPTION

Position	Assistant Industrial Officer (Members Right Centre)
Key relationships	Manager MRC, MRC team members, other Industrial Officers, Public Health Organising Team, Organising Private Hospitals and Aged Care Team, Professional Services Team, external providers such as barristers, solicitors and tribunal support staff
Position No	XXX
ANZSCO code	
Salary range	Assistant Industrial Officer Band 7, Level 1 – 5
Work Type	Full time in accordance with the New South Wales Nurses and Midwives' Association (NSWNMA) and Australian Nursing and Midwifery Federation New South Wales Branch (ANMF NSW Branch) Employment Enterprise Agreement
Location	50 O'Dea Ave, Waterloo NSW 2017
Reports to	Lead, MRC
Team	MRC
Date created	06/01/2025
Last updated	N/A

About the Association

The New South Wales Nurses and Midwives' Association (NSWNMA) is the registered union for all nurses and midwives in NSW. The Association represents the industrial interests of nurses and midwives employed in NSW in the public, private, aged care and primary health sectors. Our role is to protect the interests of nurses, midwives and the nursing and midwifery professions.

We are highly committed to ethical and respectful behaviour which extends to interactions with external organisations, society at large and within the Association. Internally, our code of conduct fosters a cohesive, fair, and dynamic workplace that actively embraces our shared union beliefs.

About the team

The Member Rights Centre (MRC) is made up of officers with a variety of disciplines, experiences and skill sets who work in combination to provide information, support and representation to members - ranging from individual matters to those affecting a workplace or employer to finally those issues that have an industry wide impact.

About the role

The primary purpose of the role is to progress industrial relations matters as allocated by the Manager, MRC in the area of nurses' entitlements under industrial instruments particularly relating to pay and leave entitlements payroll processing issues.

Key accountabilities:

1. Research and expert analysis of members' enquiries regarding possible non-application of entitlements under industrial instruments.
2. Analyse complex issues of possible award/instrument breaches in the following areas:
 - underpayments of salary, allowances and other salary-related entitlements
 - underpayments and/or incorrect interpretation of leave entitlements
 - termination payments
3. Preparation and progression of accurate claims on behalf of members and serve claims on employers and achieve successful resolution for members wherever possible.
4. General Industrial Research and Advice
 - provide thoroughly researched quality reportage to Industrial Officers
 - ability to participate effectively as a member of a team.
 - word processing and typing capacity, to a level of reasonable self-sufficiency and working knowledge of Word, email.
 - ability to produce and interpret Excel spreadsheets to high level of competence
 - ability to relate effectively with members/delegates, and employers/employer representatives.
 - current driver's license (class 1A)

Key considerations:

- Authority to determine settlement of individual member claims for recovery of monies, entitlements accruals and like matters.
- Make recommendations on the most efficient methods of progression of complex entitlements claims to Manager, MRC as directed.
- Ability to develop and maintain strong, effective working relations within the Association, the MRC Team, and other key NSWNMA key stakeholders and agencies.

Role dimensions:

- **Decision making:** This role has autonomy to make decisions around time management and the priority of tasks within timeframes but under regular supervision by leads. The role operates within an environment of sensitivity and is required to make significant judgement in handling and issues that arise
- **Reporting line:** MRC Manager
- **Direct reports:** nil
- **Budget and expenditure:** nil