

National Industrial Officer Position Description

By your side



About the ASU

The Australian Services Union (ASU) is one of Australia's largest unions, representing more than 135,000 members across local government, community and disability services, public services, airlines, energy, call centres, legal, IT, and administration workers around the country. ASU members power every community, delivering essential services every single day. This role is based in the ASU's national office which provides member, industrial, campaign, policy, research, communication and other strategic support to our branches around the country. We are proud to be a progressive, growing and member-led union.

Position Overview

- **Position Title:** National Industrial Officer
- **Employment Type:** Ongoing, Full-Time
- **Classification:** Level 5 - starting salary dependent on skills and experience
- **Additional Benefits:** Enterprise agreement includes 16% super + RDOs
- **Reports to:** National Industrial and Legal Director
- **Location:** National Office – Melbourne
- **Special conditions:** Regular interstate travel may be required

Key Responsibilities

Under the direction of the National Industrial and Legal Director, the National Industrial Officer will be responsible for:

1. Developing and implementing strategies in enterprise bargaining, award matters and other industrial activities that will improve the pay and conditions for ASU members, and contribute to growth.
2. Developing and delivering national industrial plans including coordinating meetings, providing training or information sessions, undertaking direct member engagement, and preparing industrial communications for ASU industrial and campaign activities.
3. Preparing legal documents that provide member evidence and research including witness statements and case studies.
4. Preparing and presenting cases before Fair Work Commission or other relevant hearings, inquiries, conferences and meetings, as well as advocating for members' interests in industrial forums and consultations with employers.
5. Consulting and communicating proactively with ASU elected officials and staff to ensure that all stakeholders are committed to and informed of the development, implementation and delivery of industrial strategy and campaigns.

6. Contributing to research on industrial issues, legislative changes, and workplace trends and contributing industrial and legal content in ASU policy development, reports and submissions.
7. Maintaining accurate records of membership matters, negotiations, and outcomes to the highest standard - always ensuring compliance with relevant legislation, awards, agreements and procedures.
8. Providing guidance and technical advice to ASU elected officials and staff that is accurate, timely and reflects ASU strategy and policy positions.
9. Engaging with members directly to ensure that they are represented in industrial activities as appropriate.
10. Undertaking other tasks as directed by the National Industrial and Legal Director, National Secretary or Assistant National Secretary, from time to time.

Selection Criteria

The qualifications, skills, capabilities and experience required for this role include:

11. High-level communication, negotiation, advocacy and technical skills, with qualifications in legal or industrial relations or equivalent experience.
12. Knowledge of Australia's industrial landscape, including a thorough and working knowledge of the Fair Work Act and the Fair Work Commission.
13. Previous experience in managing legal matters for an industry, sector or individuals; preferably in the union movement, community or social justice sectors.
14. Experience in negotiation, dispute resolution and grievance handling, with strong technical and communication skills.
15. Experience in formulating industrial and policy options and recommendations for union leaders, staff and members to consider, with the ability to provide advice and guidance in an accurate and timely manner.
16. The ability to translate and communicate industrial and bargaining strategies into day-to-day workplans and tactics.
17. The ability to produce industrial project plans, provide reports and updates, ensure deadlines are met and that project risks and issues are being managed or escalated when required.
18. Strong communication skills, including the ability to liaise directly with a range of specialists, staff, delegates and members about industrial activity and strategy.
19. The ability to work as part of a team and independently, with experience in juggling competing interests, multiple deadlines and procedural and compliance requirements.
20. A commitment to the union movement and improving the lives of working Australians, including a strong understanding of ASU members and their needs.
21. A strong understanding of modern union organising, education theory and techniques.
22. Experience in Microsoft suite, sharepoint, database and membership management systems.

Organisational Relationships

Key internal relationships include:

- Reporting to the National Industrial and Legal Director;
- Taking direction from the National Secretary and the Assistant National Secretary;
- Working closely with members of the industrial and legal team; and
- Working closely with the National Campaign and Growth and Administration teams.

Other key relationships include:

- ASU branch officials;
- ASU staff, delegates and members;
- Other unions and representative peak bodies and associations;
- The Fair Work Commission and the Fair Work Ombudsman;
- Other courts, government bodies and regulators, where required;
- Employers of ASU members, where required;
- Researchers or other industrial support services engaged by the National Office.

General Statement

This position description describes the general content and requirements for performing this role. This is not an exhaustive statement of duties, responsibilities or requirements. The performance of other duties within the employee's competence and skill-set will be required from time to time to meet the needs of the Union.

Privacy

The collection and handling of applicant or employee information will be consistent with the requirements of the Privacy Act 1998.

Date

Last updated 08/12/2025.
