

POSITION DESCRIPTION



Industrial Officer - Member Assist x 2

These positions are 1.0 fixed Term Contract and will commence on 20 January 2027 and conclude on 28 January 2028.

Our Organisation

The State School Teachers' Union of W.A. (SSTUWA) represents State School Teachers and TAFE Lecturers across W.A. It is one of the largest trade unions in Western Australia with over 19,000 members; providing a wide range of both industrial, professional and value-added services.

The SSTUWA is the public education union of WA. Organisational fit is crucial. The ability to exercise high levels of tact and discretion in a professionally and personally challenging environment, while simultaneously meeting demanding schedules and workloads, is essential.

Vision Statement

We are a strong, independent, democratic union of public educators protecting and improving our industrial and professional rights and promoting quality public education for all.

The SSTUWA Strategic Directions include the following:

Our guiding principles:

- Equity: Gender equity, diversity and inclusion for every student and employee
- Fair Funding: for all public schools and TAFEs

Our focus areas:

- Protect Education for the common good.
- Keep school's safe sanctuaries of learning
- Stand up for your rights
- Defend and extend your collective bargaining rights
- Be proud of your profession

Key Function

Member Assist, functions primarily as a 'call centre' and triage centre for member queries. The core business of Member Assist is responding to members' queries and when required facilitating the redirection of member matters to other areas such as the senior officers, case management team, advocates, specialist industrial staff and the Union's legal firm, as necessary. The role operates under the direction of the General Secretary and within SSTUWA policy, strategic priorities, and governance frameworks.

Key Responsibilities

The key responsibilities of this position include:

Member Interaction:

- Provide relevant, consistent and accurate information to members, in accordance with recent, relevant Teachers / TAFE Agreements/Awards.
- Record member interactions on the membership database system and update appropriate member details where applicable.
- Re-direct member queries to appropriate staff members where necessary and using the established Tier System.
- Ensure member matters are dealt with expediently and confidentially in conjunction with the Coordinator where necessary.
- The ability to identify situation that may require a referral and follow up with the member for materials relevant to their situation for forwarding onto a case manager.
- The ability to seek advice and assistance when situation requires it.

Information and Knowledge Management:

- To have held or currently holding a union delegate position at your branch.
- To be well informed about the General Agreements, Awards and policies of Teachers / TAFE as well as ongoing changes and updates to be able relate the same to the union members.
- The ability to respond to members in writing and in relevance to the Agreements in question.
- The ability to support the Member Assist knowledge bank for Schools and TAFE.
- An understanding of current industrial and professional issues with Schools and TAFE.

Administrative Duties:

- Produce relevant member correspondence where appropriate.
- Participate and contribute to briefing sessions and relevant meetings with staff.
- Undertake tasks as required by the General Secretary.
- Reporting to the General Secretary.

Other Duties:

- Other duties as directed by the Senior Officers.

Conditions

- Full-time 75 hours per fortnight.
- Employment status: **1.0 Fixed Term Contract and concludes on 28 January 2028.**
- Salary: level 3.1. at \$141,551. Plus, an extra 4% Superannuation.
- Motor Vehicle Allowance: \$13,189 per annum
- Employment conditions will be subject to the Officers of the State School Teachers' Union of W.A. Conditions of Employment Agreement 2023

Note for School Teachers: Award Clause 63. (5) (a). An employee who successfully gains employment with either Union will be granted with leave without pay for the duration of any such appointment up to a period of four (4) years. Further leave without pay beyond this period is at the discretion of the Employer.

Note for TAFE Lecturers: Clause 55.2 (a). Leave without pay for Union Positions

a) A permanent employee who successfully gains employment with the Union will be granted with leave without pay for the duration of any such appointment up to a period of four (4) years. Further leave without pay beyond this period is at the discretion of the College.

Selection Criteria

Applicants are required to address the following selection criteria in their application.

Essential Criteria

The successful applicant will demonstrate:

1. Commitment to trade unionism, public education and supporting SSTUWA members.
2. Understanding of, or ability to quickly develop knowledge of, relevant legislation, awards and industrial agreements.
3. Strong verbal and written communication skills, with the ability to communicate respectfully and professionally, including in challenging situations.
4. Ability to provide high-quality member service, including responding to telephone and email enquiries, providing initial assistance and referring matters appropriately.
5. Ability to work cooperatively as part of a team and contribute to shared responsibilities.
6. Strong organisational skills, including the ability to prioritise competing workloads, use initiative, maintain confidentiality and keep accurate records.
7. Commitment to the SSTUWA Member Assist Report and Recommendations 2023 and improving the quality, consistency and accessibility of member assistance.
8. Strong IT skills and confidence using Microsoft 365, membership databases, email and communication systems.

Desirable Criteria

9. Experience working in a trade union, member-based, industrial relations or service organisation.
10. Experience providing advice or assistance to members, clients or customers by telephone and email.
11. Knowledge of industrial legislation, awards, agreements and workplace policies.
12. Experience using membership or case-management systems.
13. Understanding of the Western Australian public education sector and the work of teachers, TAFE lecturers and other education workers

How to Apply

Applications Open: Friday 18 September 2026

Applications Close: Friday 9 October 2026

In submitting an application for the position of Industrial Officer Member Assist please include:

- A three (3) page statement addressing the selection criteria listed above, in context of the role and business needs of the branch.
- A CV of up to four (4) pages outlining your employment history and professional learning summary relevant to this position.
- A copy of all qualification/s (regardless of the relevance to the role) as specified in your application or resume/CV (if applicable).
- The contact details for two (2) work related referees who can attest to the claims made in your written application.

Applications should be addressed to:

The Chairperson - Appointments Committee, c/o executiveassistant@sstuwa.org.au

Further Enquiries

For further information regarding this position, please contact executiveassistant@sstuwa.org.au