



NZEI TE RIU ROA

Industrial Officer

Te Papa-i-Oea | Palmerston North OR

Te Whanganui a tara | Wellington

About NZEI Te Riu Roa

NZEI Te Riu Roa is the dynamic and innovative organisation representing the professional and industrial interests of 50,000 primary and early childhood teachers, specialist education and advisory staff, early childhood, and school support staff.

We are committed to high quality public education, to the application of the Treaty of Waitangi and to maximising the contribution our union and educators can make to a decent society for all New Zealanders.

NZEI Te Riu Roa is a campaign-based organisation which involves its membership, their elected structures, and processes, in conjunction with its staff structures and processes, in all of its activities. It is a union with a focus on protection and promotion of the industrial and professional interests of its members. The union takes a strategically focused approach to achieving each of its goals.

To support the work of NZEI Te Riu Roa members there are approximately 120 kaimahi (workers) nationwide in a national office as well as 10 regional locations.

Position purpose

NZEI Te Riu Roa industrial officers assist individual members to resolve issues they are experiencing within their employment relationships and/or with their professional body. This can be through advice, representation and advocacy.

The position falls under the day-to-day leadership of the Director, Legal & Compliance. It involves regular travel throughout the lower North Island and occasionally further afield, (particularly for team meetings).

The position will be based either in Wellington (National Office) or Palmerston North (Regional Office) by agreement.

Key responsibilities and performance expectation

Provide sound strategic and tactical advice to individual members, informed by applicable law but focused on the early resolution of their issues.

Provide effective representation and advocacy as agreed with the member, including engagement (whether kanohi ki te kanohi, virtually, or through correspondence) -

- with employers, and employer representatives/agents
- within mediations, and
- within regulatory organs of relevant professional bodies
- within other agencies e.g. Human Rights Commission, Office of the Privacy Commissioner and the Accident Compensation Corporation.





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Draft and advise on formal documents such as personal grievances and records of settlement.

Provide timely, responsive, empathetic and effective management of working relationships with members being represented.

Maintain comprehensive case documentation.

Manage caseload systematically to ensure efficient progression of all matters.

Undertake any other duties consistent with the overall purpose of the position as determined by the line manager.

Key relationships

The industrial officer reports to and works under the direction of the Director, Legal and Compliance.

The role requires the development and maintenance of excellent relationships with a wide variety of people including but not limited to:

- union members
- employers and employer representatives / agents
- mediators
- personnel in profession bodies and other agencies (support staff, investigators, decision makers)
- colleagues

Tūmanako

Industrial officers must

- be energetic and organised
- Be effective self-managers
- be skilled, creative and persuasive advocates, communicators and problem solvers
- have a range of well-developed and effective interpersonal skills
- exercise sound strategic, tactical and situational awareness and analysis
- be able to understand, interpret and apply employment agreements and relevant legislation
- have a good working knowledge of applicable law
- be an effective team member able to work with other staff and to contribute constructively to the team
- be adept at using a variety of communication and information systems, and digital platforms, and be able to adopt new technology as it is introduced
- be committed to the aims of NZEI Te Riu Roa, to the application of the Treaty of Waitangi, to education and to enhancing the conditions of workers through union organisation
- be keenly aware of economic, social and political issues particularly as they impact on education





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- be committed to continuing professional development

Qualifications

These qualifications or experiences would be an advantage in this position:

- Tertiary qualification in law / industrial relations
- expertise in tikanga Māori
- alternative dispute resolution

Uara

Our values come from our guiding pou. Underneath each pou are examples of how we work to incorporate these values into the workplace.

Tikanga

- We engage, talk and work with each other in a way that embodies appropriate and respectful tikanga
- We ensure our practices are culturally appropriate
- We contribute to ensuring NZEI Te Riu Roa processes and policies, including inclusion of appropriate rites and rights.

Manaakitanga

- provide and look after all manuhiri, kaihmahi and members
- display a duty of care to support, respect and uplift each other
- care for each other as people and as ngā hoa mahi
- check in with each other.

Whakamana

- celebrate colleagues with dual or multiple language skills and knowledge
- enhance your own and other's mana
- have access to professional development
- are valued and have power in your work

Whanaungatanga

- feel able to engage in responsive, engaging and reciprocal relationships





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- work to ensure Mōku te Ao: Ngā Pou me tikanga are visible in all practices and hui
- create space so that links with whānau are established and encouraged

Rangatiratanga

- we are responsible and committed to contributing to an environment where everyone feels safe, valued and celebrated
- we are all welcome to express ourselves through our cultural context
- we all call out racism

Whakapapa

- we all share NZEI Te Riu Roa whakapapa and work together to reflect this in our work
- everyone feels proud of their whakapapa and able to share theirs in the workplace
- we all are empowered and feel that our sense of being is respected in the workplace

Wairuatanga

- all kaimahi respect everyone's individual beliefs
- We work in a way that reflects an understanding of wairua
- We understand and look after our own and others' wellbeing

Kaitiakitanga

- we connect with and care for our working world in ways that are responsive to Māori values
- We create a culture of awareness that encourages connecting with others in the care of our natural world
- We all care for the environment that we are in.

