
Position Description

Vacancy Title: **Industrial Relations Coordinator**

Location: **Nadi**

Reports To: **Manager PODC**

Objective

The Industrial Relations Coordinator is responsible for fostering harmonious employment relationships between Fiji Airports Limited and its employees through the effective management of labour relations, negotiation of collective bargaining agreements, and timely resolution of employee grievances, while working closely with management, unions, and employees to support a productive and positive work environment. This role reports to the Manager People, Organisational Development & Culture.

Outcomes

Organisational Stakeholders

1. Labor Relations Management:

- Effective working relationships with unions, employees, and management developed and maintained to support constructive labour relations.
- Collective bargaining agreements negotiated, implemented, and administered in accordance with legislative requirements and FA standards.
- Employee grievances and disputes addressed and resolved in a timely, fair, and consistent manner.
- Sound advice and recommendations on labour relations matters provided to management.
- Formal correspondence with unions, CAAF, relevant Ministries, and internal and external stakeholders drafted and coordinated to support effective labour relations, legislative compliance, management of industrial matters, and protection of FA's interests.
- All labour relations actions and communications ensured as compliant with applicable legal, regulatory, and internal policy requirements.
- Labour disputes managed strategically to minimise financial exposure, legal costs, and productivity impacts.

2. Statutory Compliance and Governance:

- Industrial relations policies and procedures implemented, monitored, and embedded across the organisation.
- Relevant changes in applicable labour laws implemented and embedded within the FA context, ensuring policies, procedures, and practices remained compliant and up to date.
- Company policies and frameworks reviewed and updated to ensure alignment with legal requirements, Policy Development & Review Group standards, and best practice.
- Training on employee relations and industrial relations matters provided for management and employees.
- Project-led assignments and working groups supported through coordinated and accurate employee relations and labour relations inputs, particularly where initiatives affected workplace conflict mechanisms and people practices.
- Ongoing monitoring and interpretation of labour legislation and industry trends conducted to ensure FA compliance with labour laws, regulations, and company policies.
- Disciplinary matters, labour disputes, and negotiations conducted as Manager PODC's designate.
- Outcomes and resolutions from disciplinary meetings accurately documented, acted upon, and followed up in a timely manner in line with FA policies and SOPs.
- Company representation at mediation forums and court proceedings ensured, with sound advice provided to support effective resolution of employment-related disputes.

3. Employee Engagement and Communication

- Clear and effective communication between management and employees facilitated.
- Regular meetings with employee representatives and union officials conducted.
- Positive work environment promoted through employee engagement initiatives delivered in collaboration with the Employee Relations Coordinator.
- Employee relations practices supported to promote workforce stability, employee confidence, and retention.

4. Grievance Resolution and Dispute Management

- Employee grievances managed end-to-end in accordance with established grievance procedures, ensuring timely investigation, resolution, documentation, and formal closure.
- Early intervention and dispute prevention strategies implemented to minimise escalation to industrial action.
- Workplace conflicts and disputes between employees and management mediated effectively.
- Conflict resolution strategies implemented to minimise workplace disruptions and escalation.
- Constructive and professional engagement between Management and Employee Representatives / Unions facilitated through the LMCCC, promoting open dialogue, trust, and collaborative problem-solving.
- Procedural and technical advice provided to Management on LMCCC matters, including interpretation of collective agreements, policies, employment legislation, and consultation requirements.
- LMCCC processes ensured as compliant with applicable employment legislation, collective agreements, organisational policies, and recognised industrial relations best practice.

5. Data Management and Reporting

- Accurate records of labour relations activities and negotiations maintained.
 - Industrial relations reports, metrics, and trend analyses prepared for senior management and Board review.
 - All industrial relations-related matters updated in HRIS in a timely and accurate manner.
-

6. Supervision and Team Coordination

- Supervise and provide day-to-day guidance to the Human Resources Officer.
 - Review and oversee employee relations case handling to ensure consistency, fairness, and compliance.
 - Support the performance management and development of direct reports.
 - Delegate tasks effectively and monitor outcomes to ensure timely delivery.
 - Any other tasks assigned by Manager Human Resources.
-

7. Teamwork and Collaboration

- Effective collaboration with management, unions, and employees maintained to support constructive labour relations.
 - Professional engagement with employee representatives and unions facilitated to enable open dialogue and cooperative problem-solving.
 - Cross-functional coordination with internal HR stakeholders ensured to support consistent, fair, and compliant employee relations outcomes.
 - Contributions to project-led assignments and working groups delivered through effective teamwork and information sharing.
-

8. Fiji Airports' image and value standards demonstrated and promoted

- Collaborate with other teams in the organisation for the benefit of the organisation
- Monitor and encourage team members to uphold image and value standards
- Uphold and demonstrate the organisation's image and values

Responsibilities - Key Competencies

Competence	Description
Business	
Risk Management	Analyse and manage risk.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Documentation	Communicate using formal business writing.
Communication	Exchange information through verbal communication
Customer	
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
People	
Problem Solving	Develop practical solutions to a situation.
Negotiation	Reach agreement through discussion and compromise.
Self-Management	Manage your priorities and objectives efficiently and effectively
Professional	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Human Resource Management, Industrial Relations	
Desirable		
Higher Degree incl. Post Grad Cert or Dip	Human Resource Management, Industrial Relations	

Work Knowledge and Experience

- 5–8 years' proven experience in industrial relations, employee relations, or a comparable role.
- Demonstrated hands-on experience in union engagement and collective bargaining environments.
- Strong working knowledge of labour laws, employment legislation, and regulatory requirements.
- Legal knowledge or experience in employment or industrial relations matters is highly desirable.
- Proficiency in Microsoft Office Suite and ability to manage records, reporting, and HR systems effectively.

Requirements

Language Proficiency

- Excellent command of English

Professional Associations

Membership of appropriate Professional Institution

Regulatory Compliance Requirements

Police Clearance

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal	All employees	
External	Statutory Authorities	
	Regulators	
	Unions	
	External Consultants	
	Ministry of Employment, Productivity and Workplace Relations (MEPWR).	

Attributes

Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Integrity	Adherence to moral and ethical principles; soundness of moral character; honesty.
Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.

Interpersonal Styles

Empathic	Has the ability to understand somebody else's feelings or difficulties.
Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Perceptive	Shows keen insight and understanding of issues or situations.

Thinking Styles

Conscientious	Demonstrates a sense of right and wrong and a personal obligation to do the right thing.
Disciplined/Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

Applications must be submitted through the Maxumise Job Portal using the link provided, as only online applications will be accepted. Applicants must include a CV and a cover letter that clearly addresses the critical competencies required for the role, along with the contact details of three recent work-related referees. Only shortlisted applicants will be contacted. Appointment is contingent upon successful medical and police clearances per Fiji Airports security standards.

Contact for Enquiries

Contact Name: Leonarda Patterson

Contact Email: leonarda@maxumise.com

Further Contact Information: 3303137 | 7731337

Closing Date: 26 Apr 2026