

## Operations Manager

### Payroll Services

<b>Position number</b>	00023535
<b>Agreement</b>	Public Sector CSA Agreement 2022 or as replaced
<b>Classification</b>	Level 7
<b>Reports to</b>	Manager, Payroll Services (Level 8)
<b>Direct reports</b>	Payroll Team Leader x3 (Level 5) Team Leader – Contact Centre (Level 6)

#### Context

The Business and Customer Services (BCS) Directorate supports the objectives and outcomes of clients by providing value for money corporate services through skilled and motivated people. The BCS aims to deliver services within an environment of standardised systems and processes.

The Payroll Services Branch is part of the Business and Customer Services Directorate. Payroll Services process changes to, and the maintenance of, employee pay, leave, superannuation and salary packaging records to enable accurate and timely payments to Departmental employees. Payroll Services provides services to 58 000 plus employees in schools, central and regional offices. This includes:

- complex processing, including leave calculations, retirements and terminations
- transfer of leave entitlements between agencies
- advice and application of multiple awards and agreements (13 different legislative instruments)
- quality assurance and exception reporting and processing
- superannuation and salary packaging services
- customer support help-desk that includes screening, providing advice and resolving customer interactions
- develops and delivers operational payroll business and service improvement opportunities
- develops and delivers operational training and development programmes related to Payroll Services.

Visit [education.wa.edu.au](https://education.wa.edu.au) to find out more information about the Department of Education.

## Key responsibilities

### Specialist Services

- Provide leadership in managing the development, implementation, maintenance and evaluation of strategic policy, guidelines and procedures for Payroll operations and Contact Centre.
- Quality assure Payroll operational and Contact Centre transactions in accordance with Public Sector Standards in Human Resource Management, legislation and Department policies.
- Monitor, evaluate and review payroll processes, procedures and systems and prepare reports on performance.
- Undertake research, analysis and planning for initiatives, strategic projects or policy frameworks aligned with critical issues, trends and best practice.
- Provide high-level advice to the Manager and senior officers of the Department to assist with informed decision making.
- Prepare complex correspondence and briefings, including responses for Ministerial correspondence, parliamentary questions, information briefings, support documents and reports.

### Management and Branch Support

- Contribute to the management of the Branch.
- Manage and lead operational payroll business systems strategies and practices across multi-business areas within BCS to meet or exceed quality, cost and time-related performance standards as set out in the Service Level Agreements (SLAs).
- Provide leadership, direction, support and guidance to the Payroll Operational and Contact Centre Teams and contribute to the development and implementation of BCS corporate strategies and initiatives.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Department policy.
- Manage staff performance in accordance with the Public Sector Performance Management Standard and Department policy.
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and Education Business Services goals and facilitates accomplishment of designated roles and deliverables.
- Contribute to change management projects relevant to the Branch.
- Represent the Branch, as required, on Directorate committees and working parties.

### Customer and Stakeholder Management and Liaison

- Address and resolve complex issues of conflict and dissatisfaction between the Branch and its clients.
- Establish and maintain effective working relationships across sectors, schools, regions and central office and promotes a customer-oriented service culture with client agencies and stakeholders.
- Maintain a focus on customer service delivery and continuous improvement of services.
- Develop and maintain effective communication links and working relationships to ensure access to diverse specialist knowledge.

## Selection criteria

1. Demonstrated highly developed leadership, strategic planning and change management skills and ability to coordinate and deliver strategic outcomes.
2. Demonstrated substantial knowledge and understanding of contemporary issues and trends relating to managing human resource systems and services.
3. Demonstrated high-level conceptual, analytical, problem solving and risk management skills and experience in leading system improvements and providing innovative solutions to strategic and complex problems and issues.
4. Demonstrated highly developed communication and interpersonal skills, including the ability to undertake high-level consultations, collaborations and negotiations.
5. Demonstrated highly developed organisation skills, including a proven ability to develop and implement processes to facilitate monitoring and reporting on the delivery of new initiatives.

## Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within 3 months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within 6 months of appointment.
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

## Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

## ENDORSED

Date            23 May 2023  
Reference    D23/1151607