



Job Description Form

HR Client Liaison Officer

HR Systems, Reporting and Payroll

Position details

Classification Level: 4

Award/Agreement: Public Service Award 1992 / Public Sector CSA Agreement
(and subsequent agreement/s)

Position Status: Permanent

Organisation Unit: Corporate Services, Human Resources

Physical Location: Perth CBD

Reporting relationships

Responsible to: 019501 Senior HR Client Services Officer - Level 5

This position: 023397, 023398 HR Client Liaison Officer - Level 4

Direct reports: NIL

Overview of the position

The Human Resources directorate is accountable for ensuring the provision of expert Human Resource advice to senior management, staff and business areas across the Department on Human Resource functions which include HR Strategy and Workplace, Recruitment and Classification, Payroll, Business and Client, and Technology and Reporting services, in accordance with relevant legislation and public sector corporate governance requirements and the Department's Strategic and Business plans.

Business and Client Services provides quality customer focussed support services to the Department by delivering a range of services to support HR functions and achievement of Departmental outcomes. The Team also assists the Directorate with business development and continuous improvement based on feedback and internal process review.

The HR Client Liaison Officer is responsible for ensuring the delivery of Human Resources customer services. The position is responsible for dealing with complex enquires and providing advice and support to internal and external stakeholders ensuring service delivery meets the needs of the Department of Justice and their clients.

In addition, the position contributes to the ongoing improvement of services, communications and customer self-service information and tools.

This position may occasionally receive/handle calls or other enquiries from clients that are experiencing distress. Contact in these situations are managed via established controls and support systems.

Job description

As part of the HR Systems, Reporting and Payroll team, the successful applicant will be expected to:

- Work to improve communication and model integrity and respect in all interactions
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity
- Operate within the chain of command to coordinate activities required to meet the Department's strategic objectives
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate
- Facilitate cultural and management reforms within the Department through leadership and engagement
- Represent the Department's interest on committees and working groups as required.

Role specific responsibilities

- Provides an effective and efficient enquiry and advice service to management and staff by investigating and resolving complex or escalated online and telephone enquiries.
- Provides guidance, advice, and clear direction on the application of HR related legislation, policies and procedures, awards, and agreements.
- Identifies system related issues around pay and entitlements, investigating employee enquiries and providing advice to Payroll Services on issues and solutions.
- Researches, analyses and makes evidence-based recommendations to resolve complex issues and to identify opportunities for improvements to processes and the overall quality of services. Ensure compliance and record keeping requirements are met, with data anomalies rectified in a timely and accurate manner.
- Ensures all information provided to clients is accurate, complete and provided in a professional and timely manner and maintains appropriate and accurate records for all transactions/enquires.
- Liaises and consults with internal and external stakeholders and coordinates the service provided to external customers. Receives and analyses customer feedback and makes recommendations to develop a strong working relationship with stakeholders.

- Provides support, training, resolution and technical advice to staff and team members. Triage applications, documents, and requests to ensure urgent matters are identified and progressed effectively.
- Works with the team and manager to implement and develop business and strategic improvement processes and to enhance the client services systems and processes.
- Ensures the effective enquiry escalation process is maintained and assists with projects, upgrades and analyses processes and developments in customer service.
- Assists in the development and maintenance of client services system activities including modifications, enhancements and improvements to meet the operational and changing needs of the Department.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

Job related requirements

In the context of the role specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

Shapes and Manages Strategy

The ability to; understand the reasons for decisions and how they are related to their work, understand the work environment and identify issues that may impact own achievement and contributes to team planning, draw on information from a range of sources and to use common sense to analyse what information is important, anticipate issues that could impact on tasks and identify risks and uncertainties in procedures and tasks are all important for this role.

Achieve Results

The ability to; monitor progress against performance expectations to ensure deadlines are met, communicate outcomes to supervisor, apply and develop capabilities to meet performance expectations, demonstrate knowledge of new programs, products or services relevant to the position, work to agreed priorities, outcomes and resources and be responsive to changes in requirements are fundamental to this role.

Builds Productive Relationships

The capacity to; build and maintain relationships with team members, other teams, colleagues and clients, share information with team members, seek input from others, contribute to team discussions and ensure that others are kept informed, maintain an awareness of personalities, motivations and diverse qualities, treat people with respect and courtesy and an ability to act on constructive feedback.

Exemplifies Personal Integrity and Self-Awareness

An ability to; listen when own ideas are challenged, provide accurate advice to colleagues and clients and to check and confirm the accuracy of information prior to release, take responsibility for mistakes and learn from them, acknowledge when in the wrong, seek advice and assistance from colleagues and supervisor when uncertain.

Engage with risk by providing accurate information, seeking guidance when required and reporting potential risk issues to supervisor.

Communicates and Influences Effectively

A demonstrated ability to; structure messages clearly and succinctly orally and in writing, focus on gaining a clear understanding of others comments by listening and questioning for clarity, check that own views have been understood, listen to differing ideas to develop an understanding of the issues are essential in this role.

Role Specific Criteria

- Demonstrated high level customer service skills with the ability to deescalate tense conversations.
- Demonstrated experience using a computerised HR Information System.
- Ability to interpret and apply relevant awards/agreements, policies and procedures, as well as provide advice and support to clients in achieving compliance with requirements.
- Demonstrated ability to identify and solve problems; including the ability to analyse client or Department needs, propose appropriate options and solutions, and/or escalate issues for resolution where required.

Special requirements/equipment

Nil

Certification

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

Director General

Signature: _____ Date: October 2025

HR certification date: October 2025