



Position Description

Position Title:	People Services Officer - Personnel and Payroll	Classification Level:	3
Position Number:	24927, 24929, 30850, 33410	Reports to:	Recruitment & Payroll Team Leader, L5
Directorate:	Service and Invest	Supervises:	0 FTE
Branch/Section:	People and Culture/ People Services	Location:	Perth Metropolitan Area

Our Values

Empathy

We listen and understand all perspectives and are fair, authentic and compassionate

Clarity

We are clear on our purpose and role, and how we develop, inspire and improve

Accountability

We act with integrity and courage, embracing our collective responsibility and honouring our commitments

Respect

We treat everyone with dignity, recognise contributions, foster collaboration and value diversity

Role Summary

The role performs activities which contribute to the delivery of specialist payroll services on behalf of the Department of Housing and Works (DHW) and provides assistance to the Systems Administration Officer which includes award interpretation, problem solving, system testing and data cleansing.

Responsibilities

- Maintain awareness of relevant trends and issues concerning the deliverables of the position and the team.
- Perform and resolve complex payroll transactions and issues.
- Assist with data analysis support for initial issues resolution within the HR Information Management System.
- Assist with HR Information Manager System testing as required.
- Assist in pay run activities including pre-pay run quality checks, superannuation exception reports and payroll certification enquiries.
- Liaise and collaborate with departmental business areas as required to facilitate various activities including bulk mass salary adjustments and uploading salary packaging information.
- Develop business process support documents.
- Engage in training and development initiative and programs to enhance professional development.
- Provide advice on the application of legislation, awards and whole of government policy.
- Mentor People Services Officers regarding Payroll matters.



- Contribute to the branch's collection, maintenance and sharing of knowledge base information, such as processes, procedures and trouble shooting.
- Knowledge, experience and willingness to upskill in Recruitment administrative tasks and RAMS Candidate Management System to provide support across teams as required to enable the effective management of People Services functions.
- Demonstrate the values in all interactions to contribute towards a values-led organisational culture.
- Demonstrate the expected leadership behaviours and mindsets in the context of Personal Leadership.
- Perform other duties as required.

Essential Requirements

- Well-developed analytical and problem-solving skills with the ability to interpret and provide advice on relevant legislation, awards, agreements, policies, and procedures.
- Experience in the use of Human Resources Information Systems (HRIS).
- Well-developed planning and organisational skills and ability to undertake payroll activities in an organised manner, demonstrating high-level attention to detail and the ability to use initiative.
- Well-developed communication and interpersonal skills, and the ability to liaise with internal and external stakeholders to deliver a customer-centric service.

Desirable Requirements

- Experience in a range of Personnel and Payroll administrative tasks.

Leadership Context

We believe all our people are leaders. We consider leadership to be critical to the success of the Department and the public sector and, to support this, we have adopted **Leadership Expectations**. This role operates in the **Personal Leadership** context. It is essential that you demonstrate the expected behaviours in the context of the role (additional detail provided in separate attachment).

- **Lead collectively:** Seek and build key relationships, work together, and focus on the greater good.
- **Think through complexity:** Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.
- **Dynamically sense the environment:** Be in tune with the political, social, and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.
- **Deliver on high leverage areas:** Identify priorities, pursue objectives with tenacity and display resilience in the face of challenges.
- **Build capability:** Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.
- **Embody the spirit of Public Service:** Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interest of the public good.
- **Lead adaptively:** Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.



Pre-employment Requirements

Australian Permanent Residency is a minimum requirement for permanent appointment to the WA Public Sector. For a fixed term contract or casual appointments, applicants require a valid Work Visa for the duration of the entire term.

Appointment is subject to 100 point identification check and Criminal Records Screening clearance.

Certification

Verified by: M. Trbojevic, Human Resources Consultant, March 2026

Classification Evaluation Date: February 2018