



Quality and Training Coordinator

POSITION DESCRIPTION FORM

Region / Portfolio:

Workforce

Position Description Number:

Generic 495

Directorate / Command / District / Division:

Personnel Services Division

Level:

Level 4

Business/Work area:

Personnel Payroll

Employment Conditions

Industrial Agreement/Award: Current PSA, PSCSAA and if applicable Agency Specific Agreement

Work Pattern: Monday – Friday (Day Work): May be required to work outside normal operating hours

Location: Perth

Position Objective

Coordinates and oversees the quality assurance function for the Personnel Payroll teams to achieve quality outcomes.

Role of Work Unit

Personnel Payroll manages and coordinates the personnel and payroll functions of the Western Australia Police Force, to assist in ensuring an efficient and effective production of payroll. It is responsible for creation and maintenance of employee records on the Human Resource Management Information System (HRMIS) to facilitate the accurate and timely payment of salary and to maintain employee leave records. Personnel Payroll also provides a first line advisory service on personnel and payroll queries from the WA Police Force staff and external agencies. The area is also responsible in ensuring processes are in place to adequately undertake quality assurance of payroll transactions to confirm compliance with relevant legislation, instructions and policy.

Reporting Relationships

This position reports to:

- Manager, Level 6

Direct reports to this position include:

- Nil

Total number of positions under control: Nil

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Key Accountabilities

1 Quality Assurance, Analysis and Training (95%)

- 1.1 Contributes to training/coaching of the team to ensure adequate development of personnel in relation to system utilisation and personnel/payroll, commencements, cessations and taxation policies, procedures and legislative requirements.
- 1.2 Coordinates and conducts periodic audits of data entered into the computerised personnel system to verify data and ensure the integrity of the system and processes.
- 1.3 Analyses and evaluates reports, system data and other documentation to determine potential risk areas in the personnel and payroll activities and develops strategies in consultation with the Team Leaders to address identified issues and selects options to best address problems.
- 1.4 Ensures quality on complex and high-level payroll processing including: commencements, promotions, terminations and other associated payroll transactions, ensuring the calculations have been undertaken in accordance with the relevant industrial conditions and taxation requirements.
- 1.5 Reports on recurring error trends and develops solution strategies in consultation with relevant Team Leaders.
- 1.6 Coordinates the Quality Assurance Schedule for Personnel Payroll and updates the Quality Process Manual to ensure that all quality assurance processes are fully documented.
- 1.7 Assists in developing personnel payroll policies and procedures required to ensure the accurate processing of new business solutions/transactions.
- 1.8 Provides advice and clear direction with respect to quality assurance to Personnel Payroll staff and makes decisions on courses of action to be taken in complex situations.

2 Other (5%)

- 2.1 Understands and complies with information security policies and procedures to ensure information holdings/systems are kept confidential and utilised accurately and reliably.
- 2.2 Demonstrates and advocates a high level of ethics and integrity in accordance with the agency's professional standards and Code of Conduct including reporting wrongdoing.
- 2.3 Undertakes other duties as directed.

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Work Related Requirements

Essential

Ability in a computerised personnel/payroll environment

Context in which work related requirements will be applied and or general standard expected.

Interrogating and working with HR systems to solve or process more complex personnel/payroll issues. Responding to complex audit identified issues. Designing and implementing quality assurance programs to enhance the integrity and accuracy of systems.

Ability to apply and interpret human resource awards, agreements, legislation, policy and procedures

Ensuring personnel and payroll systems and procedures comply with government standards and employees are paid accurately and on time. Applying taxation law and procedural changes in relation to cessations and personnel/payroll processes.

Analytical, conceptual and research skills

Undertaking quality assurance checks and identifying discrepancies/errors. Reviewing and updating business practices for continuous improvement opportunities. Researching and interpreting legislation, procedures and policy related to all personnel payroll matters.

Training skills

Contributing to training/coaching to develop staff in relation to personnel/payroll system utilisation.

Communication skills

Liaising with internal payroll team members both in written and verbal form to communicate process issues within the payroll system. Providing an advisory service through data analysis and report creations.

Organisational skills

Setting and meeting own and/or group priorities within agreed timelines and with limited direction. Completing work within very strict timelines.

Capability Framework

The framework is intended to support staff and supervisors through the performance cycle and identify core competencies relevant to the rank and/or classification level.

Leadership Context

We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted [Leadership Expectations](#) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

The leadership context for this role is **Personal Leadership**.

Certification

These details are an accurate statement of the duties, responsibilities and other requirements of the position.

| Position Title and Work Unit | Name | Date |
|--|-----------------|------------|
| A/Organisational Design Consultant Organisational Design and Analysis | Pamela Soares | 24/04/2026 |
| A/Manager Personnel Payroll | Frances Simpkin | 04/05/2026 |