



Senior Payroll Services Officer

Position No:	00026173
Classification	Level 4
Division:	Business and Corporate Services
Directorate:	People and Culture
Reports to:	Team Leader Payroll Services, Level 6
Direct reports:	0
Leadership Context:	Personal Leadership

Position Overview

The Payroll Services Officer contributes to the accurate, timely and compliant delivery of end-to-end payroll services for the Department. The role undertakes payroll processing in accordance with legislative, industrial and organisational requirements, investigates and resolves routine payroll issues, and escalates matters appropriately to ensure risks are managed. The position supports continuous improvement initiatives, maintains high standards of data accuracy, and delivers responsive, customer-focused service to employees and managers across the agency.

Responsibilities

- Provide advice and expertise to management and staff on a range of payroll issues, industrial instruments, policies and procedures, consistent with the Public Sector Standards, legislation and relevant guidelines.
- Investigate and resolve payroll discrepancies and issues, escalating matters appropriately and within required timeframes to ensure accuracy and compliance.
- Contribute to the development, implementation and evaluation of payroll operational policies, guidelines and work instructions.
- Assist in the coordination and management of pay-run activities, ensuring accuracy, timely completion and adherence to strict deadlines.
- Undertake the accurate processing of payroll transactions and ensure the integrity of end-to-end payroll activities, including reviewing data for quality, completeness and compliance.
- Apply relevant Acts, Awards, Agreements, Treasurer's Instructions, policies and procedures in all payroll activities.
- Manage payroll overpayments, recoups and adjustments in line with legislative and policy requirements and ensures accurate documentation is maintained.

- Maintain load sheets and other payroll inputs in the HRMIS, and complete quality checks to ensure payroll actions and outputs are accurate.
- Undertake audits and data integrity checks to ensure records are maintained accurately and consistently.
- Identify opportunities for improvement in processes, system and procedures and contributes to the implementation of changes that enhance payroll accuracy, efficiency and service delivery.
- Review and verify payroll information by running system generated checks and exception reports, identifying discrepancies and ensuring data accuracy.
- Work cooperatively with internal and external stakeholders, including the ATO, superannuation and salary packaging providers, and other government agencies, to resolve payroll issues.
- Provide responsive customer-focused service to meet agreed timeframes, ensuring queries are actioned promptly and professionally.
- Maintain electronic and paper-based records in line with departmental recordkeeping requirements.
- Perform other duties as directed.
- Demonstrate professional and ethical workplace behaviours in alignment with the Department's Code of Conduct and Values. This includes ensuring work practices and behaviours foster an equitable, diverse, and inclusive work environment and support a safe and healthy workplace in accordance with Work Health and Safety legislation.

Essential Requirements

- Experience in delivering a highly responsive, customer focused payroll service and supporting pay-run activities in a deadline-driven environment.
- Ability to provide accurate advice to management and staff on payroll related matters consistent with relevant Acts, Awards, Agreements, policies and procedures.
- Strong attention to detail, accuracy and accountability in end-to-end payroll processing, with the ability to identify, resolve and escalate issues appropriately and within required deadlines.
- Ability to interpret and apply payroll legislation, industrial instruments and departmental requirements to ensure compliant processing.
- Demonstrate the behaviours within the leadership context as outlined below.

Desirable Requirements

- This position does not have any desirable requirements.

Special Requirements

- This position does not have any special requirements.

Mandatory Pre Employment Requirements

- All positions within the Department require the occupant to have a Nationally Coordinated Criminal History Check (NCCHC) conducted with a satisfactory outcome.
- A pre-employment Conflict of Interest will be completed and assessed prior to appointment.

Workplace Behaviours and Expectations

The Department's [Code of Conduct](#) sets out the professional behaviours that we expect of our employees and consistent with our departmental values.

The [Public Sector Commission's Leadership Expectations](#) provide a clear understanding of expected leadership behaviours and associated mindsets for all public sector employees. The expected behaviours (see below) should be demonstrated in the context of [Personal Leadership](#) for this position.

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 interests 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

Further information can be obtained from looking at the [behaviour descriptors](#).

Our Vision and Values

To respect the past, to create opportunities today and to plan for the future.

Our values shape our attitude and actions, guiding us both personally and professionally.

Respect	We respect that our work is personal to our stakeholders and that every piece of land and site has a story.
Collaboration	We engage and collaborate to build prosperous places and connected communities.
Integrity	Our ethics and integrity guide our actions with every piece of land, site and opportunity to enable us to deliver great outcomes for Western Australia.
Innovation	We enable innovation, implementing innovative approaches to the way we work to create value for our stakeholders.
Professionalism	Our professionalism empowers us to use our specialised knowledge and skills to deliver our work to the highest standards.
Accountability	We work in the interest of the public and take responsibility for our actions and decisions.

Acknowledgement of Country

The Department of Planning, Lands and Heritage acknowledges the Aboriginal people as the traditional custodians of Western Australia. We pay our respects to the Ancestors and Elders, both past and present, and the ongoing connection between people, land, waters, and community. We acknowledge those who continue to share knowledge, their traditions and culture to support our journey for reconciliation. In particular, we recognise land and cultural heritage as places that hold great significance for Aboriginal people.

Registration Date	17 June 2026	Registering Officer	Kelly Aresti
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