



Job Description Form

Position Details

Position Title: Payroll Support Officer	Position Number: PA2611PO	Level: 2
Division: People and Culture	Branch: Workforce Servies	Section: Employee Benefits – Salaries
Employment Agreement: PSA 1992 / PSCA 2024	Location: Kensington	Effective Date: 23 June 2026

Our Values

Our values drive the way we make decisions, interact with each other, and work together to achieve results.

Integrity



Commitment to knowing and doing what is right

Collaboration



Commitment to team, partnership and the support of others

Accountability



Commitment to being transparent, taking ownership and personal responsibility

Respect



Commitment to the respect of people, culture and place

Excellence



Commitment to quality, innovation and continuous improvement

Reporting Relationships

Position Title Payroll Officer	Level/Grade 3	⇐	Position title Payroll Support Officer	Level 2
Responsible to This position				

Officers under *direct* responsibility

Position Title	Level/Grade	Approx. no. FTEs supervised
NIL		

About the Role

The Payroll Support Officer provides transactional payroll support to ensure the accurate and timely processing of employee salary, leave and allowance payments. The role processes payroll transactions and undertakes routine checking activities in accordance with established procedures, industrial instruments and legislation. Working under routine supervision, the position supports payroll quality outcomes by escalating discrepancies and issues in line with documented processes and contributing to consistent payroll service delivery.

Individuals undertake their duties and responsibilities in accordance with the department's [Code of Conduct](#), policies and procedures, and relevant Government legislation.

Position Title Assistant Payroll Officer		
Position No. PA2612PSO	Level/Grade 2	Effective Date 23 June 2026

Responsibilities

Payroll Processing and Transactional Support

1. Process, payroll transactions using the HRMIS, including commencements, variations, leave, allowances, deductions and terminations, in accordance with established procedures.
2. Enter, update and maintain employee payroll data accurately and within required timeframes.
3. Check routine payroll transactions and supporting documentation to ensure completeness and accuracy prior to payroll finalisation.
4. Apply awards, agreements and payroll instructions as directed when processing payroll transactions.

Payroll Checking and Issue Resolution

5. Identify routine payroll discrepancies or data issues and correct errors in accordance with documented procedures.
6. Escalate complex payroll issues, discrepancies or potential overpayments to a senior payroll officer for resolution.
7. Assist with responding to payroll enquiries by providing factual information and referring complex matters as required.

Systems, Records and Process Support

8. Maintain accurate electronic and paper-based payroll records in accordance with recordkeeping requirements.
9. Follow standard payroll processes, procedures and checklists to support consistent payroll outcomes.
10. Assist with payroll system activities such as testing or data validation as directed.

Corporate Responsibilities

11. Maintain occupational safety and health and equal employment opportunity principles and practices in the workplace.
12. Participate in incident and emergency management activities commensurate with capability, capacity, training and level of experience (subject to workload management and approval).
13. Undertake other duties as directed.

Position Title Assistant Payroll Officer		
Position No. PA2612PSO	Level/Grade 2	Effective Date 23 June 2026

Selection Criteria

Applicants should address the following three (3) criteria. These should be addressed in no more than two (2) pages in total.

The following essential criteria will be assessed at some stage during the selection process.

1. Demonstrated experience in processing payroll or workforce services transactions in a computerised payroll or Human Resource Management Information System, with a high level of accuracy and attention to detail.
2. Demonstrated ability to follow procedures, apply payroll instructions and work accurately within established timeframes in a payroll or administrative environment.
3. Demonstrated ability to work effectively as part of a team, manage own workload and provide a responsive customer service within a high-volume processing environment.

Desirable criteria will be assessed as required:

4. Experience using a contemporary payroll system (e.g. Dayforce / Apay or similar HRMIS).
(DESIRABLE)

Behaviour Expectations [Leadership Expectations](#) provides a common understanding of the mindset and expected leadership behaviours for all public sector employees. The expected behaviours for this role is [Personal Leadership](#)

Other position-related information (only relevant ones will be populated)

Position Status - Permanent <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	FTE: 1.0
National Police Check <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No For more information refer to the department's guidelines on National Police checks .	
Current WA Driver's Licence or equivalent (only specify yes if a drivers licence is required for appointment to the position) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Medical Assessment <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Working with Children <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If this position works with children, refer to http://www.checkwwc.wa.gov.au/checkwwc/WWC+Check/	
Allowance and Special Conditions <input type="checkbox"/> District Allowance <input type="checkbox"/> Air Conditioning <input type="checkbox"/> Ranger Leave (Rangers only) <input type="checkbox"/> North West Leave <input type="checkbox"/> No Fixed Hours (Rangers only) <input type="checkbox"/> Other (Please specify)	

Certification Recruitment and Establishment Section
Registered JDF
Screamers
23 June 2026