

## Position Title: Director, Payroll Services

<b>Position number</b>	00014140
<b>Classification</b>	HSO Level G12
<b>Employment Instrument</b>	Health Salaried Officers Agreement
<b>Organisation</b>	Health Support Services
<b>Business Unit</b>	Workforce and Organisational Development
<b>Function</b>	Payroll Services
<b>Location</b>	Perth Metropolitan Area

### KEY ROLE STATEMENT

As a member of the Health Support Services (HSS) Workforce and Organisational Development Business Unit, the Director, Payroll Services:

- contributes to the strategic direction and management of HSS;
- leads and manages the Payroll Services function and is responsible for providing the WA health system with high quality payroll and related services, in accordance with the Service Level Agreement (SLA)
- provides consistent, high quality, accurate, timely and compliant payroll services to the whole of WA Health
- provides strategic leadership to the people of the business unit and is responsible for fostering an environment which facilitates the achievement of the business units' objective

### REPORTING RELATIONSHIPS:

Executive Director, Workforce and Organisational Development



This position



Directly reporting to this position:

<b>Title &amp; Position Number</b>	<b>Classification</b>	<b>FTE</b>
Manager, Payroll Operations	TBC	1 +
Manager, Payroll Support	TBC	1 +

## ORGANISATIONAL CONTEXT:

On 1 July 2016, in accordance with the *Health Services Act 2016* (WA), Health Support Services (HSS) was established as a Chief Executive-governed Health Service Provider that is a statutory authority accountable for the delivery of corporate support services.

HSS is committed to enhancing customer experience by delivering high quality shared services to customers, including financial, ICT, supply and workforce services within a dynamic and complex environment. HSS strives to create value for customers through economies of scale as well as centres of expertise, and to provide services that are simple, reliable and responsive for its customers.

HSS actively seeks to empower a “Think Customer First” culture with skilled, motivated and experienced teams of people that continually seek to understand the needs of customers and to improve efficiency, processes and procedures, and add value for customers.

With a commitment to equity and diversity, relationships are based on trust, mutual respect and the acceptance of responsibility and accountability. HSS is committed to employee career development and professional learning.

## HSS BUSINESS PLAN FOR 2019-21

# Our Business Plan for 2019-21

Purpose

We support our customers to provide excellent health care  
Overarching KPI = Customer Satisfaction Score (CSAT)

Values

Think customer first

We promise, we own, we do

We will find a way

We make a difference together

Objectives

**SIMPLE**  
Simplifying the customer experience

**RELIABLE**  
Consistently delivering a high quality service to our customers

**RESPONSIVE**  
Responding to our customers' needs and expectations

KPIs

Customer Effort Score

SLA Performance  
Service Agreement Performance  
Financial Performance  
Customer Driven Program Delivery

Culture Score  
Employee Engagement Score  
Transform2021 Performance

Priority Themes

Operating Model

Business Performance

Customer Experience

Culture and Capability

Key Activities

Completing the design and implementation of the remainder of our new Operating Model (and organisation structure).

Focusing on the Transform2021 program, and consolidating all other change and improvement initiatives, to drive better performance across our core services.

Working to improve our customers' experiences, including enhanced customer service skills, systems and processes.

Ensuring our people are equipped with the right set of capabilities and behaviours to support our business objectives.

## BUSINESS UNIT ROLE:

Workforce and Organisational Development (W&OD) shapes and directs HSS culture, ensuring it is aligned with our purpose, values, objectives and strategic direction, delivering value for money, customer-focused services that meet client expectations and continuously improve. W&OD also provides Human Resource (HR) and Industrial Relations (IR) functions for HSS.

W&OD delivers its services through four functions:

**Payroll Services** ensures WA health system employees are paid accurately and on time and includes services such as payroll advice, assistance processing leave, taxation, superannuation and workers compensation payments.

**Employee Services** delivers end to end recruitment and appointment services and supports customers across the WA health system with establishing organisational structures and providing workforce data analytics and reporting. The function manages NurseWest which provides centralised casual nursing and midwifery pools to fill temporary nursing shifts in public hospitals.

**Assurance and Knowledge Management** ensures services provided by Recruitment and Payroll Services meet quality, legal and compliance standards. This function also implements strategies that build organisational capability such as knowledge management, education and training and fosters a culture of continuous improvement.

**HR and Capability** provides the day-to-day HR management, organisational development, industrial relations and occupational safety and health for HSS. This function leads the implementation of the organisation's culture strategy and provides HSS leaders and employees with HR consultancy, strategic workforce planning, performance management and capability development services.

## POSITION RESPONSIBILITIES:

### HSS Leaders and Managers:

- Contribute to the strategic and operational governance of the Health Support Services as a member of the extended leadership team.
- Contribute to the setting of strategic business direction and the achievement of corporate goals, including quality improvement, and the development of a dynamic, innovative and "Think Customer First" organisational culture.
- Contribute to the Health Support Services transformation and continual improvement objectives through constructive transactions with stakeholders and customer agencies.
- Empowering leadership and direction of the relevant area, ensuring objectives are transformed into actions and goals are achieved.
- Lead the ongoing monitoring, research and evaluation of best practice in relation to payroll services and systems, and where relevant adopt these practices.
- Contribute to the effective working and image of Health Support Services as a team supporting the achievement of the broader WA health system's objectives.
- As a leader, at all times models behaviour consistent with organisational values, including probity and accountable and ethical decision-making.

### HSS Management:

- Promotes a customer-focused culture and a team-based approach based on the Health Support Services values and strategic priorities.

- Champions collaboration, continual improvement and quality management. Builds and supports alliances with stakeholders, customer agencies and within Health Support Services to enable the achievement of the organisation's operational and transformational priorities.
- Ensures the work environment is safe, fosters equity and diversity, and enables the achievement of personal and team goals.
- Allocates resources (including financial and human) to achieve optimum effectiveness and efficiency in the delivery of outcomes within service, cost and time expectations.
- Mentors and develops staff and teams to ensure the organisation meets executive, stakeholder and customer expectations.
- Identifies and mitigates risks to current and future service delivery.
- Provides subject expert advice to the Senior Leadership Team where relevant.
- Ensures all contracted services meet agreed timelines, outcomes, deliverables, and are achieved within agreed budget.

### **HSS Participation (Team):**

- Maintains a client focus on service delivery including client contact and management.
- Contributes to the HSS's strategic directions and business plans through maintenance of an awareness of best practice, trends and issues concerning the core functions of the Business Unit, Function, Team and the HSS.
- Builds alliances with stakeholders, interest groups, client agencies and within HSS to enable development, acceptability and achievement of the HSS's designated outcomes, and to promote the HSS's service capabilities.
- Participates in and leads cross-functional project teams within HSS to develop and deliver improved services and systems.
- Represents the Workforce and Organisational Development Business Unit and HSS, if required, on Whole of Health and Government committees and working parties.

### **HSS Participation**

- Treats customers well, responds to telephone calls and emails in a timely fashion. Is reliable in following up queries and complaints.
- Takes responsibility for one's own work, ensuring approved procedures are followed and deadlines met.
- Contributes to the well-being and achievements of the team.
- Participates in performance development activities. Strives to improve one's own performance.
- Contributes to business improvement and change management activities.
- Undertakes all duties in accordance with the WA Health Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.

### **Role Specific Responsibilities and Key Outcomes:**

- Accountable for leading and managing Payroll Services in two key areas, Payroll Operations and Payroll Support, to ensure the provision of consistent, high quality and compliant payroll services to customers across the whole of WA Health.
- Lead and manage the payroll life cycle processes for employees including:
  - all salary payments and payroll tax payments

- allowances, benefits and deductions
- all employee timesheets and leave forms
- manage and maintain roster patterns
- termination payments; and
- workers compensation payments
- Oversee the delivery and execution of payroll processes from start to end, ensuring timely and accurate processing, distribution and reconciliation of pay runs in accordance with legislative requirements, industrial instruments, Enterprise Agreements (EA) and Service Level Agreements (SLA).
- Develop and maintain best practice payroll and reporting processes and procedures with a focus on upholding legislative compliance and requirements.
- Maintain and enhance the HR payroll system to ensure a high standard of data integrity for the purposes of reporting and data analysis.
- Ensure compliance of Payroll Services in accordance with policy, legislative and statutory requirements such as the Public Sector Management Act, Public Sector Standards, Financial Administration and Audit Act and Treasurer's Instructions.
- Develops and monitors Key Performance Indicators applicable to the area and takes appropriate corrective action where and when necessary.
- Lead continuous improvement initiatives within payroll services to drive standardisation of all payroll policies and procedures, expedite workflow and enhance customer service.
- Lead, develop and manage Payroll related projects and improvement initiatives.
- Lead the ongoing monitoring, research and evaluation of best practice in relation to payroll services and systems, and where relevant adopt these practices.

## **SELECTION CRITERIA:**

### **ESSENTIAL CRITERIA:**

1. Extensive experience leading and managing a large team with a demonstrated ability to build a positive team culture that has purpose, is collaborative, engaged and continually strives to achieve improved outcomes for customers and the organisation.
2. Demonstrated commitment and ability to deliver a highly responsive customer service function in line with organisational values.
3. Highly developed communication, consultation and negotiation skills with an ability to influence people in the achievement of objectives and establish effective relationships and networks with both internal and external stakeholders.
4. Demonstrative well developed analytical, conceptual, problem solving and research skills with a proven ability to provide innovative solutions to complex issues.

### **DESIRABLE CRITERIA:**

5. Knowledge of the government health services industry.
6. Demonstrated experience in the delivery of payroll services to a large multidisciplinary organisation.
7. Current knowledge of legislative and regulatory frameworks for data confidentiality and privacy and how the underlying legislative obligations impact on the organisation's employment and service delivery.
8. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment and service delivery.

## APPOINTMENT FACTORS

Appointment is subject to:

- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity Check
- Pre-Employment Health Assessment

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

**DIRECTOR HR & CAPABILITY**

**EXECUTIVE DIRECTOR**

SIGNATURE \_\_\_\_\_

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

DATE \_\_\_\_\_