



Payroll Adviser

Business and Customer Services – Payroll Services

Position number	Generic
Agreement	Public Sector CSA Agreement 2019 or as replaced.
Classification	Level 4
Reports to	Payroll Team Leader (Level 5)
Direct reports	Payroll Officer (Level 3) x 2-3 FTE

Context

The Business and Customer Services (BCS) Directorate supports the objectives and outcomes of its customers by providing value for money corporate services through skilled and motivated people. The BCS aims to deliver services within an environment of standardised systems and processes.

Payroll Services Branch is part of the Business and Customer Services Directorate. Payroll Services process changes to, and the maintenance of, employee salary, leave, superannuation and salary packaging records to enable accurate and timely payments to Departmental employees. Payroll Services provides services to 58 000 plus employees in schools, central and regional offices. This includes:

- complex processing, including leave calculations, retirements and terminations
- transfer of leave entitlements between agencies
- debt recovery
- advice and application of multiple awards and agreements (21 Industrial Instruments)
- quality assurance and exception reporting and processing
- superannuation and salary packaging services
- customer support help-desk that includes screening, providing advice and resolving customer interactions
- customer service to employees, Principals, Manager Corporate Services, Central office staff and Managers, Salary Packaging Providers, Government Employees Superannuation Bureau (GESB), Australian Taxation Office (ATO), Office of Auditor General (OAG), Public Sector Agencies and Department of Human Services
- development and delivery of operational payroll business and service improvement opportunities
- development and delivery of operational training and development programmes related

to Payroll Services.

The position of Payroll Adviser coordinates the delivery of efficient quality assured payroll services to internal and external customers.

The Payroll Adviser provides expert advice to internal and external customers, which involves investigating complex enquiries and complaints and providing appropriate recommendations/solutions.

The position line manages and provides training and development to a small team; and is responsible for promoting customer focus and continuous improvement to support the delivery of efficient and effective payroll services.

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Key responsibilities

Specialist Services

- Maintain a focus on continuous improvement and customer service, in coordinating the delivery of timely and effective services to internal (Principals, Schools, Central Office) and external (Salary Packaging Providers, GESB, ATO, OAG, Public Sector agencies and Department of Human Services) customers.
- Provide comprehensive advice to internal and external customers on compliance of payroll processes, payroll systems and industrial entitlements that relate to conditions of employment.
- Coordinate and monitor first and second level customer complaints and negotiate appropriate resolutions with the customer.
- Provide comprehensive advice and support to internal and external customers in complying with industrial instruments, taxation legislation, Public Sector Management (Redeployment and Redundancy) Regulations, and Departmental policies that relate to payroll processes.
- Coordinate, delegate and monitor the timely completion of payroll processing.
- Complete specialised complex system processing.
- Guide and support a small team of Payroll Officers in providing timely and effective administration, maintenance and delivery of payroll services.
- Work closely with other Payroll Advisers to ensure consistent payroll processes, activities and services by all Payroll Officers.
- Undertake quality assurance to identify complex issues and risks and research appropriate solutions spanning multiple systems, processes and industrial instruments.
- Evaluate processes to ensure compliance and undertake user acceptance testing for implementation of enhancements and upgrades to the Human Resource Management Information System, Customer Service Management tool and other systems as required.

Branch Support

- Deliver performance management in line with departmental policy and coordinates effective performance development of direct reports.
- Provide on-going support and consolidation of formal training through coaching to Payroll Officers in the maintenance and delivery of effective payroll services including, processes, systems, industrial instrument application and system controls.

- Work closely with the Training and Development Team to ensure payroll knowledge base and training programs are effective.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Departmental policy.
- Represent the branch, as required on, directorate committees, working parties and customer conferences.
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and BCS goals and facilitates accomplishment of designated roles and deliverables.
- Identify and reschedule work to reflect changes in branch priorities.
- Contribute to service improvement and change management projects relevant to the branch.
- Obtain information and use available resources and technologies to complete allocated tasks.
- Contribute to the development of team work plans and goal setting.
- Works towards positive and mutually agreed outcomes.
- Represent the branch, as required, on Directorate committees and working parties.

Customer and Stakeholder Support and Liaison

- Monitor issues and risks related to payroll processes and maintain a focus on customer service delivery and contributes to continuous improvement projects related to the Branch.
- Establish and maintain effective communication and working relationships with internal and external customers and stakeholders.
- Collaborate with team members to develop, implement and improve payroll processes and procedures.
- Develop and maintain effective communication links and working relationships to ensure access to specialist knowledge.
- Investigate and resolve issues raised by customers in a timely manner.

Selection criteria

1. Well-developed interpersonal skills with the ability to effectively manage a small team within a larger Payroll Services team, in a work environment of continuous improvement.
2. Demonstrated knowledge and application of policies, procedures, industrial instruments, and legislation in a payroll context.
3. Demonstrated knowledge and experience in the provision of comprehensive advice, audit compliance and services to internal and external customers on payroll services.
4. Demonstrated knowledge and experience in the use of computerised systems and tools such as Human Resource Management Information Systems and customer service management tools, with the ability to report on, review and evaluate system related data to ensure accuracy and compliance.
5. Well-developed verbal and written communication skills including the ability to engage with various customers about complex and/or confidential, sensitive matters including complaints.
6. Demonstrated initiative and well-developed organisational and time management skills.

Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within three months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within six months of appointment.

Certification

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

ENDORSED

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