**Job Description Form**

**Principal Payroll Consultant**

**Position Details**

**Position Number:** 015527

**Classification:** Level 6

**Award / Agreement:** PSA 1992 / PSCSAA 2021

**Organisational Unit:** People / Human Resources / Personnel & Payroll Services

**Location:** Perth Metropolitan Area

**Classification Date:**

**Effective Date:** March 2022

**Reporting Relationships**

**This position reports to:**

Payroll Services Manager, 018776, Level 7

**Positions Under Direct Supervision:**

This position has the following subordinates:

* 3 x Level 4, Payroll Consultant
* 10 x Level 3, Personnel & Payroll Officer
* 6 x Level 2, Payroll Officer
* Level 1, Personnel & Payroll Support Officer

**About the Department**

The Department of Communities is Western Australia’s major human services department that brings together vital services and functions that support individual, family and community wellbeing.

Working closely with our partners across government and the community services sector, our areas of responsibility include disability services; child protection; housing; homelessness; women’s interests; community services; prevention of family and domestic violence; seniors and ageing; and volunteering. We also lead the State’s social recovery, following challenges presented by the COVID-19 pandemic.

We support many Western Australians, with a focus on some of the most vulnerable people in our state. The job we do is rewarding but can be challenging.

People, place and home is at the core of everything we do and why we do it.

We work for the people who make up our communities across Western Australia; we help people be the best they can be. We focus our efforts on building places that are inclusive and connected and offer everyone the opportunity to prosper. And we support children and families so that they can have a physically and emotionally secure place to call home.

We promote a diverse workforce and embrace a high standard of equal opportunity, health and safety, and ethical practice.

Join us and work in a role where you can make a real difference to the lives of children, families, individuals and communities throughout Western Australia.

**Role Statement**

The Principal Payroll Consultant is responsible for the coordination and supervision of activities managed by a portfolio of Payroll Officers in the delivery of accurate, timely and highly responsive customer and solutions-focussed personnel and payroll services. This role fosters a positive and collaborative environment among staff to produce quality outcomes. The Principal Payroll Consultant assists the Payroll Services Manager in the development, improvement and implementation of associated policies, processes, systems and procedures to continually enhance the delivery of services.

**Duties and Responsibilities**

**1. Leadership and Service Delivery**

1.1 Coordinates and provides advice and direction to the Payroll team in the delivery of a professional, responsive and value-adding transactional and advisory payroll service.

1.2 Participates as a senior member of the Personnel and Payroll Services team and contributes towards the planning and overall management of a payroll service delivery for the Department, ensuring consistency with Communities values and best practise ideals.

1.3 Lead and manage an effective and efficient team approach to deliver a high-quality customer service that ensures customers are provided with correct, consistent and timely operational HR advice.

1.4 Provides a comprehensive, high-quality consultancy service, assistance and advice on complex payroll issues that is proactive and solutions-focussed to a diverse range of clients across the Department.

1.5 Oversees the conduct of internal and external audit reviews to ensure quality outcomes are obtained and recommendations actioned accordingly.

1.6 Ensures the personnel and payroll services team comply with the *State Records Act 2000* and relevant agency records management policies.

1.7 Ensures a high level of quality assurance and appropriate controls are in place to ensure compliance with relevant legislation and policy and maintain integrity of systems and processes.

1.8 Fosters a responsive customer service focussed culture and develops and motivates the team through coaching and mentoring to enhance their service delivery, technical knowledge and ability to adapt to change.

1.9 Promotes and adopts a positive approach to change.

1.10 Provide leadership and guidance to staff, through effective talent management, career planning, performance review and development, and ensure that staff within the team have the necessary range of skills and capabilities.

**2. Business Improvement**

2.1 Supports the Payroll Leadership Team in the delivery, review and development of proactive and effective strategies, policies and procedures related to personnel, payroll and general HR issues to enhance the provision of HR services.

2.2 Contributes to the payroll team business plans and prepares work plans for the team to ensure that goals and key performance measures are met.

2.3 Drives continuous improvement and efficiencies, implements new practices and procedures to improve the delivery of payroll services by the team.

**3.** **Communication & Knowledge Development**

3.1 Identifies training needs, develops tools and resources and conducts training workshops on payroll related matters for the team and relevant stakeholders.

3.2 Through expert consultation and negotiation, builds and maintains productive working relationships with key internal and external stakeholders across the sector to support the delivery of a contemporary payroll service.

3.3 Participates and represents the personnel and payroll services team in projects, workgroups, committees and external forums as required.

3.4 Provides advice, guidance, direction and support across the department on a range of payroll matters, relevant legislation and policies.

3.5 Maintains an expert awareness of contemporary and relevant Payroll Trends.

**4. Corporate Responsibilities**

4.1 Exhibits accountability, professional integrity and respect consistent with Communities Values, the Code of Conduct, and the public sector Code of Ethics.

4.2 Actively participates in the Communities performance development process and pursues professional development opportunities.

4.3 Undertakes other duties as required.

**Essential Work-Related Requirements (Selection Criteria)**

1. Demonstrated substantial experience in the delivery and management of quality personnel and payroll services using an integrated HR management information system within a large and complex organisation.

2. Demonstrated team leadership and management skills with the ability to create and maintain an effective customer focused and efficient team culture.

3. Well-developed communication, interpersonal, negotiation and influencing skills, together with the ability to liaise and network effectively with others at all levels.

4. Demonstrated commitment and ability to implement process improvements and develop staff capabilities.

5. Demonstrated current, applied knowledge of standard and complex State and Federal legislation, employer obligations and a sound knowledge of payroll and/or HR policies and frameworks.

**Essential Eligibility Requirements / Special Appointment Requirements**

1. Appointment is subject to a satisfactory National Police Clearance as conducted by the Department.