



Payroll Officer

Business and Customer Services

Position number	Generic
Agreement	Public Sector CSA General Agreement 2019 (or as replaced)
Classification	Level 3
Reports to	Payroll Adviser
Direct reports	Nil

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 Officer is responsible for the delivery of efficient and effective payroll services.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

Specialist Services

- Generate and maintain employee personal information, pay distributions and process employee commencements, movements, variations and terminations in a timely and accurate manner.
- Review, validate, calculate and process leave, worker's compensation, allowances, salaries, termination payments, superannuation, deductions and taxation in accordance with industrial instruments, legislation and Departmental policy.
- Administer transfer of eligible portable leave types in and out of State and Commonwealth government agencies in accordance with the relevant industrial instruments.
- Perform Data Integrity and Quality Assurance activities.
- Maintain a current knowledge of relevant industrial instruments, legislation, policy and procedures to payroll processing activities.
- Identify, calculate and negotiate recovery of confirmed overpayments in accordance with relevant industrial instruments, legislation and Departmental procedures.
- Quality assure payroll system data and processes.
- Administer the Department's salary packaging scheme and superannuation funds to GESB and other third party providers.
- Undertake Single Touch Payroll processing in accordance with taxation legislation.
- Administer Commonwealth paid parental leave and Child Support Agency payment processes.
- Respond to and assist with customer enquiries through our call centre and the Department's information management system.

Branch Support

- 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.
- Work towards positive and mutually agreed outcomes.
- Represent the branch, as required, on Directorate committees and working parties.

Customer and Stakeholder Support and Liaison

- Liaise with stakeholders to provide quality payroll information to customers.
- Develop and maintain good working relationships with internal and external stakeholders.
- Collaborate with team members to develop, implement and improve payroll processes and procedures.
- Maintain a focus on customer service delivery and continuous improvement of services.
- 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. Demonstrated ability to understand and apply policies, procedures, industrial instruments and legislation.
2. Demonstrated experience with computerised human resource management information systems or equivalent and the ability to perform pay calculations, ensuring accuracy of complex payroll data.
3. Demonstrated sound verbal and written communication skills, including the ability to deal with customers at all levels, to achieve positive outcomes.
4. Demonstrated good interpersonal skills with the ability to work effectively as part of a team and contribute to continuous improvement initiatives.
5. Demonstrated good organisational skills to meet deadlines with a proven ability to plan and prioritise tasks whilst maintaining attention to detail.

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

Date 7 October 2020
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