

Senior Assurance Officer

Business and Customer Services

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| Position number | 00044118 |
| Agreement | Public Sector CSA Agreement 2022 or as replaced |
| Classification | Level 6 |
| Reports to | Manager, Payroll Assurance and Compliance Team (Level 8) |
| Direct reports | Nil |

Context

Education Business Services (EBS) is the key provider of professional business services and support for Western Australian public schools, statutory boards and divisions of the Department. These highly valued services are delivered through the areas of finance, information and communication technologies (ICT), and infrastructure. We continually strive to enhance the capability and responsiveness of our staff, systems and processes across the organisation to deliver high quality education.

The Business and Customer Services (BCS) directorate supports the EBS objectives and outcomes of its customer 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. The services are delivered through the areas of payroll, finance, corporate information, business improvement and capability building.

The objective of the Payroll Assurance and Compliance team is to facilitate the implementation of remedial action arising from the Payroll Compliance Review project, to deliver compliant systems and processes that accord with the industrial instruments. The Payroll Assurance and Compliance team is identified in the BCS Business Plan 2021-2023 as an important element to manage and improve the critical business systems and processes, ensuring high quality data-driven governance and risk management.

We are committed to contemporary work practices and adhere to the following service delivery principles:

Responsive: We respond to and reflect the needs of our customers.

Flexible: We are flexible and understand that our customers are not all the same.

Transparent: We are clear and open about our services, processes and decision making.

Accountable: We hold ourselves to high standards and deliver on our commitments.

Collaborative: We work in partnership with our customers.

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

Key responsibilities

Specialist Services

- Complete and report on post implementation assurance reviews of changes initiated by the Change Control Board and provide feedback on business improvement opportunities and assurance outcomes.
- Complete quality assurance assessments on complex payroll processing for both manual calculations and HRMIS processing and provide recommendations for improvement activities, capability building, and any remediation required.
- Provide high-level advice, support and information to the Manager Payroll Assurance and Compliance on assurance findings and improvement and remediation plans.
- Plan, develop, implement and report on the scheduled sampling of payments and leave processing completed at worksites and provide feedback on business improvement opportunities and any remediation required.
- Undertake quality assurance assessments of ad hoc payments made by Payroll Services, and report on accuracy and checking methodologies.
- Plan, develop, implement and report on routine sampling of manual calculations completed by Payroll Services and provide feedback on business improvement opportunities and any remediation required.
- Complete and report on routine sampling of the Payroll Services Data Integrity team exception reporting to ensure completion and accuracy.
- Undertake regular reviews of ServiceNow data to ensure accurate and timely processing and provide recommendations for improvement activities.
- Provide advice to the Payroll Services Business Improvement team to identify training needs and ensure the currency and compliance of training materials and payroll resources.
- Develop strategies, procedures, and tools that support the assurance of payroll processing and implementation of business improvement initiatives.

Branch Support

- Provide information, advice and support pertaining to the Payroll Assurance and Compliance team to the Manager, Payroll Assurance and Compliance team.
- Work with other Senior Compliance Officers and Payroll Advisor on shared priorities and initiatives to deliver integrated solutions.
- Represent the directorate, as required, on committees and working parties.

Customer and Stakeholder Support and Liaison

- Collaborate with key stakeholders on assurance matters to develop and deliver compliant solutions.
- Maintain a focus on customer service delivery and continuous improvement of services.
- Establish and maintain collaborative working relationships and effective communication links with internal and external stakeholders to ensure access to diverse specialist knowledge.
- Consult, negotiate and provide advice to business units regarding enhancements and solutions to ensure the Human Resource Management Information System (HRMIS) and Payroll Services processes are industrially compliant.
- Provide specialist advice and support to regions and schools relating to the compliant processing of entitlements and make recommendations for capability building.
- Liaise with Departmental staff regarding the system development and testing, delivery and implementation of changes to payroll process, payroll resources and changes to HRMIS.

Selection criteria

1. Demonstrated substantial knowledge of payroll systems, processes, industrial instruments, related legislation, policies and the best practices for the provision and support of those systems, and proven ability to apply that knowledge effectively.
2. Demonstrated highly developed ability to work independently and to establish and maintain schedules and reporting timelines with minimal supervision.
3. Demonstrated highly developed research, conceptual and analytical skills, including the ability to identify problems and provide overviews and strategies to address them.
4. Demonstrated well developed written, oral and interpersonal communication skills, including the ability to collaborate, liaise and negotiate with individuals at all levels.

Eligibility and training requirements

Employees will be required to:

- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit prior to commencement of employment
- complete the Department's induction program within 3 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 6 months of appointment and every 3 years thereafter
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

Certification

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

ENDORSED

Date 9 November 2023
Reference D23/1781907