Job Description Form – Payroll Manager

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| **Position number:** | 13939 | **Classification:** | Level 7 |
| **Division:** | Corporate Services | **Branch/section:** | Payroll Services |
| **Reports to:** | 15830 – Director Payroll | **Direct reports:** | 2 |

About the Department

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| Mission | Vision | Values |
| To lead the public sector in community – focused delivery with a high performing organisation and thriving workforce. | Western Australia is celebrated as the best place to live in Australia. | Respectful  Accountable  Responsive  Open-minded  Integrity |

Context

The Corporate Services team includes human resources, payroll, business operations and digital and technology services. It helps the Department of Local Government, Sport and Cultural Industries to reach its mission to enable dynamic and inclusive communities and support the WA economy through effective regulation and the facilitation of outstanding sporting and cultural experiences and opportunities.

Position purpose

The Payroll Manager is responsible for managing and providing leadership, direction and support to the Payroll team to ensure the efficient production of Payroll for the Department and other entities under the Service Level Agreement (e.g. WA Museum, State Library of WA, Arts and Culture Trust and Art Gallery of WA).

Responsibilities

1. Leadership

* Participates effectively and works collaboratively as part of the Directorate leadership group, bringing subject matter expertise and awareness of relevant trends and issues to planning and decision-making.
* Promotes a customer-focused culture based on established values and behaviours, and a team-based approach to achieving the outcomes of the team.
* Ensures the work environment is safe, fosters equity and diversity, and enables the achievement of personal and team goals.
* Ensures that the team’s mandatory obligations are met, its compliance with relevant legislation, and that activities are consistent with established policy and processes.
* Coordinates the team’s development programs and training to ensure that staff are developed to meet business objectives and to enhance employee professional development.
* Communicates effectively with team members, other teams and clients; clearly and confidently presents information, actively listens and explores and recognises diverse views.
* Effectively manages team resources within Departmental and Government policy, procedures, frameworks and delegations.

1. Payroll Services

* Manages and leads a “best practice” payroll service that provides value for money to the organisation and simplifies client engagement and access to services through contemporary processes. Services are provided on a ‘shared service’ basis to various entities under Service Level Agreements (e.g. WA Museum, State Library of WA, Arts and Culture Trust and Art Gallery of WA).
* Responsible for ensuring services and performance align with the DLGSC Payroll practices for legislative compliance, service principles, operational procedures and change protocols for pay and remuneration services.
* Responsible in partnership with the Manager Systems and Integrity for the timely production, reconciliation, corrective actions and assurance of the fortnightly pay files and disbursement processes.
* Responsible in partnership with the Manager Systems and Integrity for end of financial year (EOFY) planning and processing, including effective stakeholder and customer communications.
* Guides and directs response to audits and to findings arising from quality assurance of operational processing. Ensures targeted actions lead to improvements, gaps in team capability (knowledge, expertise, resource FTE) are addressed and procedures reviewed and enhanced for relevance, accuracy and efficiency.
* Researches, analyses and applies subject matter expertise and technical/ procedural knowledge of WA government payroll administration to consider and make recommendations on complex matters and scenarios in the areas of salary and entitlements, executive remuneration, superannuation, taxation, packaging, and termination payment.
* Guides and directs remediation projects and activities as required.

1. Strategy and development

* Responsible for the Quality Payroll Policy. Supports the Director Payroll by contributing to the development of the Strategic Business Plan and proactive and effective strategies to manage operational payroll issues and ensure services continue to meet the needs of the Department and client entities.
* Ensures services are responsive and remain aligned to WA Government workforce remuneration and financial management strategies, policies and good practice benchmarks.
* Plans for and manages, participates in or assigns resources to projects relating to payroll service improvements, legislative and systems changes, and other corporate or client-initiated projects, in accordance with the agreed priorities and program of work.
* Participates as a Senior Customer of HR/ Corporate ICT systems in monitoring contract and vendor performance and proposing improvements .
* Participates in sector networks and forums to maintain contemporary knowledge and establish opportunities for collaboration
* In conjunction with the Payroll team, contributes to the review of existing policies and procedures to ensure continuous improvement and meet Departmental outcomes.

1. Communication & knowledge development

* Liaises, consults and negotiates with key internal and external stakeholders.
* Participates in workgroups, committees and other forums as required.
* Provides guidance, direction and support to Payroll staff on all payroll matters.
* Identifies and develops with key stakeholders, opportunities to improve service delivered to divisions and functions within the portfolio(s).

Work related requirements

This section outlines the necessary minimum requirements, in relation to the knowledge, skills, experience and qualifications required to perform the duties of the position.

Essential

1. Role Specific Requirements

* Extensive leadership skills and experience in a payroll environment, including extensive knowledge of payroll legislation, systems and best practice payroll administration.
* Experience operating a team that provides excellent customer service and stakeholder management.
* Sound understanding of controls and compliance requirements and areas of audit focus relating to public sector payroll, and of audit principles and risk based management.

• Strong communication and teamwork skills including demonstrated ability to work collaboratively with colleagues from other parts of the Department and Government to value‑add.

* Skills and experience in problem solving and project management that has improved payroll service delivery.

Desirable:

1. Possession of or progress towards a relevant tertiary qualification.

Special conditions

Nil

Pre-employment requirements

All department positions require a current Criminal History Check (National Police Certificate or equivalent) and 100-point Identification Check prior to commencement.

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| Registration date | 21 August 2024 |