



Principal Compliance Advisor Business and Customer Services

Position number	00043224
Agreement	Public Sector CSA Agreement 2021 or as replaced
Classification	Level 7
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

- Collaborate with a Labour Relations team in providing strategic advice, training, support and information, including Award and Agreement interpretation and the correct application of entitlements, and industrial relations issues relevant to key stakeholders.
- Mentor and assist with the professional development of individuals and the team as a whole.
- Operate with a high degree of autonomy, while receiving broad direction and instruction from the Manager Payroll Assurance and Compliance Team, in undertaking complex research and analysis, reporting on issues, and making recommendations to achieve compliant labour relations outcomes.
- Represent, promote, protect and negotiate the intention and interests of the Department and key stakeholders at a senior level in various industrial relations forums and other arenas.
- Monitor trends in labour relations and workplace reform to determine the impact on the Department and key stakeholders and provide timely and effective advice and recommendations to senior management and corporate executive as required.
- Prepare Ministerial responses, investigations, and reports on a range of complex industrial relations and compliance-based matters.
- Oversee and coordinate the development and delivery of training resources and programs on the correct application of employee entitlements.
- Provide significant input into the development, implementation and review of a broad range of employee and labour relations policy and procedures, and exercise appropriate levels of discretion in determining mid to low-level policy.

Selection criteria

1. Demonstrated substantial knowledge and understanding of human resources and Labour Relations legislation, frameworks and current issues and the ability to compliantly apply that knowledge to an organisational context.
2. Demonstrated highly developed negotiation skills and advocacy experience.
3. Demonstrated highly developed research and problem-solving skills with an ability to achieve compliant industrial outcomes and develop appropriate resolution strategies.
4. Demonstrated highly developed interpersonal, written and verbal communication skills, including the ability to consult and liaise effectively with internal and external stakeholders.
5. Demonstrated skills and experience in coordinating and delivering strategic outcomes.

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 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
- 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 3 January 2023
Reference D23/0014337