



Position Title: Payroll Consultant

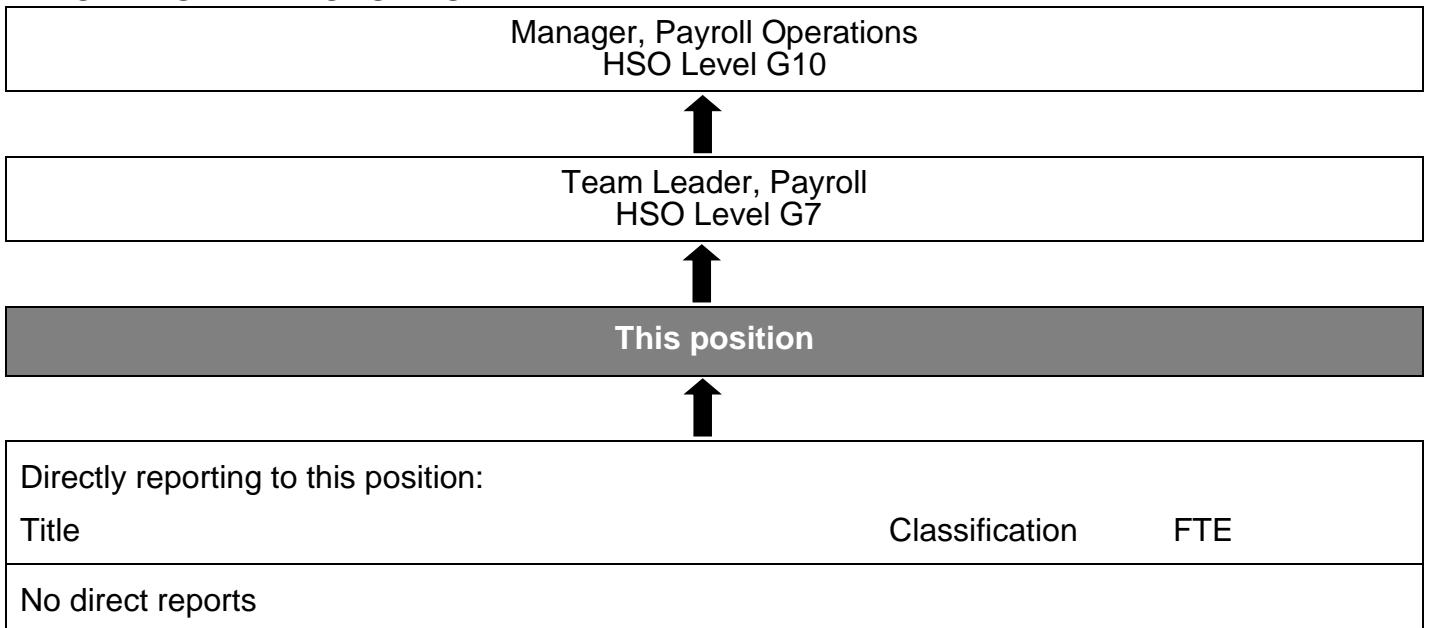
Classification	HSO Level G4
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	Workforce and Organisational Development
Function	Payroll Services
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As part of the Health Support Services (HSS) Workforce and Organisational Development Business Unit, the Payroll Consultant is responsible for:

- Providing a customer focussed and responsive payroll service that meets legislative and statutory requirements, by processing all payroll activities and data effectively, consistently and accurately in accordance with policies and procedures.
- Providing customer focussed services by understanding customer needs, offering solutions and being the single point of contact through to resolution.

REPORTING RELATIONSHIPS:



ORGANISATIONAL CONTEXT:

Health Support Services (HSS) is the shared service centre for the WA public health system. We provide a suite of services to more than 50,000 employees across WA's public health services and hospitals. Our services include:

- Information, communication and technology services (ICT)
- Procurement and supply
- Workforce services, including payroll, recruitment and appointment and workforce data
- Financial services
- Delivery of customer-driven programs and projects

Our vision is to provide great services to our customers, be known as a valued partner, and support the health of all Western Australians. We seek to achieve this by delivering on our purpose of supporting our customers to provide excellent health care.

Whether you work in our corporate offices, at our customer sites, or out at our warehouses – collectively, our focus is on providing simple, reliable, responsive and sustainable services.

We are a workforce of over 1,200 innovative, dedicated and enthusiastic people. We embrace diversity and believe that our best services come from a workplace where varied perspectives and experiences are welcomed and encouraged.

We are undergoing a major business transformation to establish HSS as a modern shared services organisation and we're seeking the right people to grow our team.

It is an exciting time in the health sector and a defining period for HSS.

HSS VALUES



We put our customers at the heart of what we do



We value and care for each other



We promise, we own, we do



We will find a way



We make a difference together

Our values guide our behaviours and the way we interact with our customers and each other.

BUSINESS UNIT ROLE:

Workforce and Organisational Development (W&OD) shapes and directs HSS culture, ensuring it is aligned with our purpose, values, objectives and strategic direction, delivering value for money, customer-focused services that meet client expectations and continuously improve. W&OD also provides human resource (HR) and industrial relations (IR) functions for HSS.

W&OD delivers its services through four functions:

Payroll Services ensures WA health system employees are paid accurately and on time and includes services such as payroll advice, assistance processing leave, taxation, superannuation and workers compensation payments.

Employee Services delivers end to end recruitment and appointment services and supports customers across the WA health system with establishing organisational structures and providing workforce data analytics and reporting. The function manages NurseWest which provides centralised casual nursing and midwifery pools to fill temporary nursing shifts in public hospitals.

Assurance and Knowledge Management ensures services provided by Recruitment and Payroll Services meet quality, legal and compliance standards. This function also implements

strategies that build organisational capability such as knowledge management, education and training and fosters a culture of continuous improvement.

HR and Capability provides the day-to-day HR management, organisational development, industrial relations and occupational safety and health for HSS. This function leads the implementation of the organisation's culture strategy and provides HSS leaders and employees with HR consultancy, strategic workforce planning, performance management and capability development services.

POSITION RESPONSIBILITIES:

HSS Participation (Self):

- Maintains the HSS "Think Customer First" culture and demonstrate a constant approach to the organisation, values and behaviours.
- Contributes effectively to business improvement and change management activities.
- Undertakes all duties in accordance with the WA health system's Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.
- Proactively contribute in maintaining the HSS Occupational Safety and Health Management (OHS) Framework.
- Takes personal accountability of own performance, and participates in all performance development activities.
- Collaboratively engages with team members, encouraging discussion whilst harnessing different viewpoints creating positive outcomes for key stakeholders.

Role Specific Responsibilities and Key Outcomes:

- Processes time and attendance records according to payroll deadlines, adhering to practices and procedures that are compliant with HSS' strategic direction, WA Health regulatory and policy frameworks, Industrial Instruments and legislative and statutory requirements such as the Public Sector Management Act, Public Sector Standards, Financial Management and Audit Act and Treasurer's Instructions.
- Processes, manages and administers customer focussed payroll services to ensure effective, consistent, accurate and timely processing of:
 - Salary payments and payroll tax payments.
 - Allowances, benefits and deductions.
 - Employee timesheets and leave forms.
 - Management and maintenance of roster patterns.
 - Overpayments.
 - Termination payments.
 - Workers compensation payments.
- Adheres to all policies and procedures related to payroll activities and processes.
- Processes data in the relevant HR System, records the work in the Electronic Document Records Management System (EDRMS) and conducts the relevant payroll checks in accordance with approved processes and procedures.
- Liaises with Payroll Reconciliation and Disbursement Officers and Employee Services, where required, to ensure end to end continuity for processes.
- Provides a customer focussed service by understanding customer needs, offering solutions and being the single point of contact through to resolution.
- Takes ownership, investigates and responds to complex payroll issues, enquiries and audits as required in a timely manner.
- Other duties as required.

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Experience in processing a wide range of payroll activities in a deadline driven payroll team, preferably in a large organisation or agency.
2. Demonstrated customer service skills including good listening and clarification skills.
3. Demonstrated interpersonal and communication (verbal and written) skills with the ability to liaise effectively with customers and staff at all levels.
4. Demonstrated conceptual and analytical skills with ability to effectively solve problems.
5. Demonstrated organisational skills with the ability to work accurately, under pressure, to meet deadlines, with the ability to work both independently and in a team environment.

DESIRABLE CRITERIA:

1. Experience working with Human Resource Management Information Systems.
2. Payroll experience within a large and complex organisation.
3. Current knowledge of legislative and regulatory frameworks for data confidentiality and privacy and how the underlying legislative obligations impact on the organisation's employment and service delivery.
4. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment and service delivery.

APPOINTMENT FACTORS

Appointment is subject to:

- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity Check
- Pre-Employment Health Assessment

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

Version control	Description	CRC Approval Date	Registered Date
Vs 2.0	JDF Amended	31/08/2020	31/08/2020