#  Job Description Form – Payroll Team Leader

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| **Position number:** | 15892 | **Classification:** | Level 5 |
| **Division:** | Corporate Services | **Branch/section:** | Payroll Services |
| **Reports to:** | 13939 – Payroll Manager | **Direct reports:** | 5 |

## Position details

## Position purpose

The Payroll Team Leader is responsible for the coordination of the day-to-day activities of an operational payroll team, providing end-to-end remuneration, advice and the delivery of client enquiry services to a diverse client base. This position enables the Payroll Team to deliver payroll services in line with legislative and statutory requirements, meeting service level agreements.

## 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.

## Responsibilities

1. Coordinates and monitors the provision of enquiry services ensuring they are customer-focused, professional and effective for a diverse client base.
2. Effectively balances priorities whilst overseeing the payroll team to meet competing demands ensuring pay, benefits, leave, packaging, tax, termination and other standard and non-standard entitlements are actioned on time, and reports issues impacting the teams’ ability to process pays in line with service level agreements, relevant legislation, policies and procedures.
3. Assists with the development and implementation of strategic and the operational plans for personnel and payroll activities and services.
4. Undertakes performance reviews and assesses training requirements for staff to ensure skills growth and provide on-going support to team members.
5. Motivates and develops others, setting goals and developing team action plans while fostering a customer service and continuous improvement ethos.
6. Supports work practice induction, coaches and mentors Payroll team members to enhance skills, knowledge and abilities across the team.
7. Fosters risk awareness, ensuring staff understand their roles and obligations of working within a compliance framework.
8. Achieve Outcomes that meet the quality standards under the DLGSC Quality Pay Policy and the Quality Pay Procedures.
9. Undertakes data analysis, quality assurance processes and reporting throughout the pay cycle, liaising with business areas as required.
10. Shapes responses to matters that may be of a sensitive nature or have a significant financial consequence and/or are in dispute to bring the matters to resolution ensuring it is compliant with legislation, policy and procedures.
11. Maintains a high level of HR understanding and payroll knowledge to ensure payroll processing activities are processed in a timely manner and comply with awards, agreements and related government legislation.
12. Researches, analyses and makes evidence-based recommendations to resolve complex issues and queries, and to identify opportunities to refine methods and processes to improve compliance and the overall quality of services.
13. Represents the personnel and payroll team externally as required.
14. Adheres to Work Health and Safety, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.
15. Demonstrate the Expected Behaviours of the leadership context for this role listed below
16. Perform any other duties as assigned or necessary to support the objectives of DLGSC.

## Selection criteria

This section outlines the necessary minimum requirements, in relation to the knowledge, skills, experience and qualifications required to perform the duties of the position. These criteria can be assessed against any stage of the recruitment process. Applicants should demonstrate their capacity to meet the following criteria which should be read in conjunction with the specific responsibilities of this role.

1. Demonstrated experience in the delivery, development and implementation of a customer focused payroll service in a large or complex industrial environment.
2. Demonstrated leadership skills with the ability to advise, coach and mentor others to improve organisational capability.
3. Demonstrated high level of attention to detail, accuracy, with the ability to identify errors and undertake quality control activities.
4. Well-developed written and oral communication skills, with the ability to liaise, collaborate and negotiate effectively with a wide range of stakeholders at all levels.
5. Demonstrated ability to provide advice through interpretation of employment entitlements in accordance with relevant Awards, Industrial Agreements and other legislative requirements.
6. Well-developed organisational skills with the ability to plan and prioritise tasks to meet strict timeframes.

## Leadership expectations

We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted [Leadership Expectations](https://www.wa.gov.au/organisation/public-sector-commission/leadership-expectations) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

This role falls under the **Leading Others** context.

## 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.

Other conditions specific to this role are:

* Nil

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| Registration date | 31 January 2025 |