# Job Description Form – Senior Payroll Consultant

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| **Position number:** | Generic | **Classification:** | Level 4 |
| **Division:** | Corporate Services | **Branch/section:** | Payroll Services |
| **Reports to:** | 15892 – Payroll Team Leader | **Direct reports:** | Nil |

## Position details

## Position purpose

The position is an operational payroll subject matter expert (SME) providing end-to-end remuneration and client enquiry services in accordance with the Quality Pay Policy and DLGSC Quality Pay Procedures to a diverse client base across the DLGSC and Cultural Statutory Authorities.

## 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. Undertakes end to end (hire to retire) processing of pay, benefits, leave, packaging, tax, termination and other standard and non-standard entitlements in accordance with relevant legislation, policies and procedures.
2. Provide enquiry services both verbally and in writing that are customer-focused, professional and effective in communicating legislative and regulatory conditions, calculations or concepts impacting remuneration to a diverse client base.
3. Balance priorities and shape responses to resolve matters and progress outcomes when dealing directly with, or in relation to senior executive, matters of a sensitive nature, significant financial consequence and/ or are in dispute.
4. Reviews and addresses overpayments as per the current pay processes and procedures.
5. Achieve Outcomes that meet the quality standards under the DLGSC Quality Pay Policy and Quality Pay Procedures in a timely manner.
6. Undertakes data analysis, quality assurance processes and reporting throughout the pay cycle, liaising with business areas as required.
7. Maintains appropriate and accurate records for all transactions.
8. Develops and maintains a high level of HR understanding and payroll knowledge.
9. Researches, analyses and makes evidence-based recommendations to resolve complex issues and to identify opportunities for improvements to processes and the overall quality of services.
10. Models commitment to individual and team excellence, whilst works proactively across the Payroll Services Branch.
11. Supports work practice induction, coaches and mentors Payroll team members to enhance skills, knowledge and abilities across the team.
12. Adheres to Occupational Safety and Health, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.
13. Demonstrate the Expected Behaviours of the leadership context for this role listed below.
14. 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.

## Essential

1. Demonstrated experience in the provision of a Personnel and Payroll service (from hire to retire) in a legislative environment, using a computerised Human Resource Management Information System (HRMIS).
2. Demonstrated attention to detail and accuracy in data entry tasks with the ability to interpret information, identify errors, problem solve and undertake quality control tasks.
3. Well-developed interpersonal and verbal and written communication skills, with the ability to liaise effectively with a wide range of stakeholders at all levels, achieving a high level of customer service.
4. Ability to provide accurate advice through the correct interpretation of employment entitlements in accordance with multiple legislations, Awards, Agreements and other relevant documents.
5. Demonstrated organisational skills with the ability to plan and prioritise tasks to meet strict timeframes.
6. Ability to work individually as well as part of a team, contributing to team goals and initiatives.

## 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 **Personal Leadership** 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.

## Special Conditions

Other conditions specific to this role are:

* Nil

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| Registration date | 7 March 2025 |