



Payroll Business Analyst

Payroll Services

Position number	00047654
Agreement	Public Sector CSA General Agreement 2024 or as replaced.
Classification	Level 6
Reports to	Business Improvement Manager (Level 7)
Direct reports	Nil

Context

The Business and Customer Services (BCS) Directorate supports the objectives and outcomes of its customers 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 Payroll Services Branch process employee salary, leave, superannuation and salary packaging records to maintain accurate and timely payments to Department of Education staff. The Branch services 75,000 plus employees in WA public schools, central office, and regional education offices. Services include:

- perform complex remuneration calculations for retirements and terminations
- transfer of leave entitlements between agencies
- overpayment processing and recovery
- advice and application of multiple industrial instruments, legislation and policies
- audit, compliance and exception reporting and processing
- superannuation payments and salary packaging services
- deliver customer service via contact centre operations
- provide customer service to:
 - School employees, principals, and managers corporate services
 - Central Services employees and business unit managers
 - Salary packaging providers
 - Government Employees Superannuation Board (GESB)
 - Australian Taxation Office (ATO)
 - Office of Auditor General (OAG)
 - Public sector agencies
 - Services Australia
 - Unions and Associations
- development and delivery of operational payroll business and service improvement opportunities

- development and delivery of operational training and development programs related to Payroll Services.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

The Payroll Business Analyst ensures the accuracy and integrity of payroll data within the Department's Human Resource Management Information System (HRMIS) Customer Service Management (CSM) tool, and other systems as required. This role involves analysing payroll processes to identify inaccuracies, implementing updates aligned with legislation and driving business improvement initiatives. The position contributes to the continuous enhancement of payroll operations by providing strategic advice, ensuring compliance and fostering collaboration across the Department.

Specialist services

- Undertake analysis of business processes to identify opportunities for improvement and design, develop and implement enhanced processes to maximise quality of service.
- Perform data analysis and interpretation, transforming information from a range of sources into actionable insights that support payroll planning, decision-making, and reporting.
- Elicit and document business requirements and business rules, resulting from legislative changes or improvement initiatives, ensuring clarity and alignment for both business and technical stakeholders
- Coordinate implementation activities associated with change and ensure effective communication to support adoption.
- Develop and maintain in-depth knowledge of Payroll Services business processes, actively contributing to their improvement through development, modification, and maintenance of systems.
- Contribute to planning and project management for business improvement initiatives.
- Undertake complex analysis and process modelling to design and execute business/service improvement strategies and projects
- Coordinate user acceptance testing for enhancements and upgrades across the HRMIS, CSM tool and other systems as required.
- Collaborate extensively with other areas of the Department to align payroll operations with broader departmental goals.

Branch support

- Contribute to a safe and inclusive work environment that promotes equity, diversity, and collaboration, while enabling the achievement of branch, directorate and departmental objectives.
- Collaborate with key stakeholders on payroll matters to develop and deliver compliant and innovative solutions.
- Maintain a focus on customer service delivery and continuous improvement of payroll operations.
- Establish and sustain effective collaborative relationships with stakeholders to leverage diverse knowledge and expertise.
- Consult, negotiate and provide advice to business units on enhancing processes and ensuring HRMIS compliance with industrial and legislative standards.
- Partner with department staff to redesign processes, develop systems, and implement recommendations that improve payroll services.

Customer and stakeholder support and liaison

- Assist in developing and implementing processes that ensure payroll transactions comply with legislation while addressing risk, business continuity and audit requirements.

- Establish and maintain effective communication and working relationships with internal and external customers and stakeholders, including third-party providers, auditors, and industry bodies.
- Collaborate with team members to develop, implement, and improve payroll processes and procedures to align with evolving business needs.
- Ensure stakeholder feedback is integrated into system enhancements and service delivery improvements, driving efficiency and adaptability.

Selection criteria

1. Demonstrated substantial knowledge of payroll systems, processes, industrial instruments, related legislation, policies and best practices, with proven ability to apply this knowledge to deliver compliant and high-quality payroll services.
2. Demonstrated highly developed research, conceptual and analytical skills with a track record of identifying problems and delivering innovative solutions to strategic and complex issues.
3. Highly developed interpersonal and negotiation skills, including demonstrated ability to liaise and consult with individuals and groups at all levels, fostering collaboration across diverse contexts.
4. Demonstrated substantial experience and skills in data analysis with the ability to transform datasets into actionable insights that align with Department objectives.
5. Demonstrated exceptional written and verbal communication skills with experience preparing and presenting information effectively to varied audiences.
6. Demonstrated experience in planning, coordinating, resourcing, and monitoring business activities and projects to achieve desired outcomes.

Eligibility and training requirements

Employees will be required to:

- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit 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 and every 3 years thereafter.
- 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 14 November 2025
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