



Business Improvement Officer

Payroll Services

Position number	00047948
Agreement	Public Sector CSA Agreement 2024 or as replaced
Classification	Level 5
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.

The Business Improvement Officer manages, and monitors business process change requests from various sources ensuring these are prioritised and progressed efficiently. The role implements effective communication plans using multiple platforms to ensure all stakeholders informed of change and develops structured documentation, including business process maps, work instructions, and procedures to support process changes.

Key responsibilities

Specialist services

- Develop clear, concise and timely communications that comply with Department policies, procedures, and standards to support business process improvement and stakeholder engagement.
- Evaluate Payroll Services content on the Department's intranet and process mapping platforms, ensuring relevance, accuracy, and alignment with department objectives.
- Coordinate, analyse and evaluate internal and external feedback to drive continuous business process and communication improvement initiatives.
- Manage, monitor and embed approved business process changes to ensure seamless implementation within a dynamic operational environment.
- Contribute to identifying, designing and implementing system and industrial changes, including active involvement in user acceptance testing to ensure accuracy and compliance
- Build and maintain effective working relationships, consulting regularly with managers, project teams and key stakeholders to remain current and proactive in addressing payroll changes and developments.

Branch support

- Participate in strategic planning activities to improve service delivery in alignment with business and customer requirements.
- Foster a safe work environment that promotes equity, diversity and the achievement of departmental, personal and Education Business Services (EBS) goals while enabling completion of assigned deliverables.
- Support branch-wide change management projects by providing technical expertise and collaborative input on process improvement.
- Represent the Branch, as required, on Directorate committees, task forces and working parties to contribute to broader departmental goals and initiatives.

Customer and stakeholder support and liaison

- Develop and maintain strong working relationships with internal and external clients to support the delivery of high-quality payroll services.
- Provide accurate, timely information, consultation, and advice to internal and external stakeholders, ensuring alignment with departmental standards and policies.
- Maintain a continuous focus on customer service delivery and drive the improvement of service offerings to meet client expectations.
- Establish effective communication links and partnerships to facilitate access to specialist knowledge and ensure alignment with payroll best practices.

Selection criteria

1. Demonstrated knowledge of payroll systems, processes, industrial instruments and payroll related legislation with the ability to provide payroll operations best practices.
2. Proven ability to research, analyse and synthesise information into clear, concise communications tailored for diverse audiences and purposes.
3. Demonstrated success in collaborating with management and stakeholders to manage and embed business change processes effectively.

4. Strong planning, organisational and time management skills with a track record of delivering results efficiently and in a customer-focused manner.
5. Analytical and problem-solving expertise with the ability to identify and address service inefficiencies, implement structured solutions and drive process improvements

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
- obtain or hold a current Working with Children Check
- 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 15 January 2026
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