Department of Education

GOVERNMENT OF WESTERN AUSTRALIA

Job Description Form

Data Integrity Coordinator
Payroll Services

Position number	00047644
Agreement	[Public Sector CSA General Agreement 2024](#) (or as replaced)
Classification	Level 5
Reports to	Business Improvement Manager (Level 7)
Direct reports	Data Integrity Officer x4FTE (Level 4)

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 Data Integrity Coordinator supervises a small team of staff responsible for the ongoing review and maintenance of the Department's Human Resource Management Information System (HRMIS) to ensure employees' employment and pay records are accurate and reportable. The Data Integrity Coordinator contributes to the department's strategic priorities by ensuring the integrity and reliability of payroll process and HRMIS data, fostering compliance with legislative and industrial requirements and safeguarding the department's reputation and operational efficiency. The position is responsible for liaising with HRMIS users, technical teams and third-party providers to troubleshoot issues and deliver solutions. The position also plays an important role in the coordination, control and development of system and procedural changes to improve efficiencies and performance.

Specialist services
- Extract and analyse HRMIS data to identify emerging trends and uncharacteristic patterns relating to the payroll function.
- Manage the Single Touch Payroll upload process, address exceptions and manual processing and contribute to the development of mandatory changes.
- Provide advice on enhancements to HRMIS and payroll procedures to improve data quality.
- Develop and maintain various HRMIS datasets.
- Create and maintain work instructions for quality assurance checks.
- Coordinate scheduled testing of payroll processes and validate system data.
- Assist with internal and external audit requests related to payroll processes.
- Lead and manage data integrity team activities to ensure they are delivered on time, accurately and comply with industrial instruments, legislation, and Department policies and procedures.
- Manage team processes and effectively identify and resolve staff issues as they arise.
- Monitor, evaluate and report on services delivered by the data integrity team.
- Identify, develop, and implement continuous improvement initiatives for the team leveraging analytical expertise and innovative thinking to address challenges.
- Build and maintain effective working relationships and consult regularly with managers and key stakeholders to remain current and relevant with payroll changes and developments.

Branch support
- Contribute to the strategic planning process in relation to improving service delivery to meet business and customer requirements.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements, and Department policy.
- Manage staff performance in accordance with the Public Sector Performance Management Standard and Department policy.
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and BCS goals and facilitates accomplishment of designated roles and deliverables.
- Contribute to change management projects relevant to the Branch.
- Represent the Branch, as required, on Directorate committees and working parties.

Customer and stakeholder support and liaison
- Coordinate and monitor the activities of the data integrity team to provide a quality service in accordance with established Key Performance Indicators.
- Develop and maintain effective working relationships with internal and external clients to support the provision of a quality payroll service.
- Provide timely and accurate information, consultation, and advice to internal and external stakeholders.
- Maintain a focus on customer service delivery and continuous improvement of services.
- Develop and maintain effective communication links and working relationships to ensure access to diverse specialist knowledge.

Selection criteria

1. Demonstrated proven ability to investigate a complex Human Resource Management Information System (HRMIS), generate datasets and provide strategic solutions to improve the data integrity, audit compliance and reporting accuracy.
2. Demonstrated ability to lead and manage a team effectively, fostering accountability, high performance and continuous improvement in payroll and HRMIS operations.
3. Demonstrated strong analytical and problem-solving skills with the capacity to research, conceptualise and document information into clear and concise work instructions that enhance quality assurance and compliance.
4. Demonstrated highly developed interpersonal and negotiation skills with the ability to collaborative with stakeholders, manage competing priorities and implement effective change management strategies.
5. Demonstrated broad expertise across compliance frameworks, industrial instruments, IT systems and procedural development, ensuring innovative and strategic service delivery in HRMIS and payroll functions.

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
Reference   D25/1143482