



## Data Integrity Officer

### Payroll Services

<b>Position number</b>	00047645
<b>Agreement</b>	<a href="#">Public Sector CSA General Agreement 2024</a> or as replaced.
<b>Classification</b>	Level 4
<b>Reports to</b>	Data Integrity Coordinator (Level 5)
<b>Direct reports</b>	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](http://education.wa.edu.au) to find out more information about the Department of Education.

### Key responsibilities

The Data Integrity Officer ensures the integrity, accuracy and compliance of payroll data on the Department's Human Resource Management Information System (HRMIS). The Data Integrity Officer conducts quality assurance, reporting, and reconciliation activities to identify discrepancies, address compliance issues and support process improvements. The position collaborates with internal stakeholders to enhance payroll operations, streamline reporting mechanisms, and maintain adherence to industrial instruments and taxation legislation.

### Specialist services

- Monitor and maintain the data integrity of the HRMIS through the allocation of tasks and quality assurance of maintenance reports.
- Instruct and support Branch staff to correctly process and record information in the HRMIS.
- Coordinate and monitor the timely completion of data integrity reports within the required timelines.
- Undertake detailed reporting and analysis of payroll processing and system performance to proactively identify inefficiencies, forecast trends and propose innovative solutions that enhance operational efficiency and support continuous improvement.
- Provide expert advice on compliance with industrial instruments, taxation legislation and Department policies, ensuring best practices are upheld and contributing to informed decision-making across payroll processes.
- Address exceptions and manual processing and reconcile the Department's fortnightly pay data before uploading through Single Touch Payroll to the Australian Taxation Office (ATO).

### Branch support

- 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.
- Identify and reschedule work to reflect changes in branch priorities.
- Collaborate on service improvement and change management projects by analysing current processes, recommending enhancements and driving initiatives to refine payroll operations and support branch priorities.
- Obtain information and use available resources and technologies to complete allocated tasks.
- Contribute to the development of team workplans and goal setting.
- Foster collaborative and constructive relationships to achieve positive and mutually agreed outcomes, leveraging insights to address challenges and optimise workflow.
- Represent the branch, as required, on Directorate committees and working parties.
- Collaborate effectively across teams and the broader branch to support shared goals, ensure seamless communication, and contribute to overall branch success.

### Customer and stakeholder support and liaison

- Monitor issues and risks related to payroll processes and maintain a focus on customer service delivery and contributes to continuous improvement projects related to the Branch.

- Establish and maintain effective communication and working relationships with internal customers and stakeholders.
- Work collaboratively with team members to design, implement, and refine payroll processes and procedures, ensuring alignment with compliance requirements and operational goals while fostering a culture of continuous improvement.
- Develop and maintain effective communication links and working relationships to ensure access to specialist knowledge.

### Selection criteria

1. Demonstrated expertise in the use of computerised systems and tools such as Human Resource Management Information Systems and customer service management tools, with the ability to analyse, interpret and evaluate system data to ensure accuracy, identify inefficiencies and support compliance and continuous improvement initiatives.
2. Demonstrated proven ability to research, investigate and develop innovative solutions to resolve payroll-related challenges, address end-user errors and enhance business processes contributing to effective payroll operations and service delivery.
3. Demonstrated highly developed knowledge and understanding of industrial instruments, taxation legislation, and system data entry requirements enabling effective management of employment records, ensuring compliance, and supporting adherence to regulatory standards such as Single Touch Payroll.
4. Demonstrated strong planning, organisational and problem-solving skills with a track record of prioritising and managing workloads to meet strict deadlines while addressing emerging challenges and maintaining operational efficiency.
5. Excellent written, verbal and interpersonal communication skills, including demonstrated ability to collaborate effectively, negotiate outcomes and build strong relationships with diverse stakeholders while contributing to team success and service improvement.

### 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 D25/1143703