

Training and Development Coordinator

Payroll Services

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| Position number | New |
| Agreement | Public Sector CSA Agreement 2024 (or as replaced) |
| Classification | Level 6 |
| Reports to | Business Improvement Manager (Level 7) |
| Direct reports | Training and Development Officer x3FTE (Level 5) |

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 Training and Development Coordinator leads a team delivering state-wide payroll training programs and managing the induction of new payroll officers. The role drives the design, implementation, and evaluation of innovative learning strategies, ensuring staff meet operational demands and compliance standards. Collaborating with stakeholders, the Training and Development Coordinator develops targeted and sustainable training solutions while providing strategic leadership to enhance team capabilities, improve service delivery, and embed a culture of continuous improvement within Payroll Services.

Specialist services

- Lead the design, development, and delivery of online and face-to-face learning programs and resources tailored to payroll service needs, while providing specialist advice and support to ensure program effectiveness.
- Consult and negotiate with a wide range of stakeholders to develop and implement targeted training programs.
- Monitor and integrate learning and development trends into training programs, ensuring continuous improvement and engaging learning experiences that reflect best practices.
- Identify and coordinate training priorities in consultation with key stakeholders to develop and implement sustainable programs that address Payroll Services needs and align with department objectives.
- Continually monitor, review, and evaluate the effectiveness of training programs to identify opportunities for continuous improvement and report to management.
- Identify training solutions to promote the cultivation and progression of staff knowledge, skills, and abilities.
- Develop and implement reporting and evaluation processes to guide training solutions, monitor outcomes, and support continuous improvement initiatives.
- Lead and manage the training team to ensure the timely delivery of programs that meet quality standards, comply with legislative and policy requirements, and align with department goals.
- 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 strategic planning initiatives to enhance service delivery and meet business and customer requirements.
- Ensure staff leave entitlements are managed in compliance with awards, agreements, and Department policies to maintain workforce efficiency.
- Oversee staff performance in accordance with the Public Sector Performance Management Standard and Department policy.
- Promote a safe and inclusive work environment that supports equity, diversity, and the achievement of personal and Education Business Services goals.
- Support and contribute to branch-specific change management initiatives.
- Participate in Directorate committees and working groups to represent branch interests and contribute to department objectives.

Customer and stakeholder support and liaison

- Foster productive relationships with internal and external customers to ensure high-quality payroll service delivery.

- Deliver timely and accurate information, advice, and consultation to support stakeholder needs.
- Prioritise customer service excellence and drive continuous service improvement.
- Build strong communication networks and collaborative working relationships to leverage specialist expertise.

Selection criteria

1. Demonstrated well developed program management skills, including the ability to design, implement and evaluate training outcomes effectively.
2. Demonstrated extensive experience utilising contemporary and innovative learning and development tools and methodologies to cultivate staff progression and capability.
3. Demonstrated highly developed ability to lead training operations and staff with accountability, engaging stakeholders to deliver initiatives aligned with strategic objectives.
4. Demonstrated proven organisational and people management skills with a track record of driving team performance and continuous improvement in high-pressure settings.
5. Demonstrated ability to undertake comprehensive research, analyse data and implement evidence-based strategies to achieve education and training objectives and enhance workforce development.

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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