



Training and Development Officer

Payroll Services

Position number	00047651
Agreement	Public Sector CSA General Agreement 2024 (or as replaced)
Classification	Level 5
Reports to	Training and Development Coordinator (Level 6)
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 Training and Development Officer is responsible for designing and delivering online and face to face training to internal and external customers on HRMIS payroll processing, reporting and industrial instrument compliance. The Training and Development Officer works in collaboration with the payroll operations teams to identify trends, assesses areas for improvement and develops targeted education and training resources to effectively meet the learning needs of internal and external stakeholders.

Specialist services

- Conduct research to identify, design and deliver internal staff induction programs and external customer education and training.
- Monitor and evaluate training effectiveness, implementing continuous improvements to enhance learning outcomes.
- Report on education and training program outcomes, ensuring insights support ongoing development and refinement of training initiatives.
- Attend and present payroll-related sessions at conferences, associations and industry events, as required.
- Engage with internal and external customers to understand their learning and development needs supporting their ability to effectively deliver business objectives.
- Develop and maintain a comprehensive knowledge base of payroll related activities, including detailed work instructions, process documentation and user guides for Payroll Services staff.
- Consult regularly with managers and key stakeholders to stay informed on payroll changes and developments ensuring training materials and resources remain accurate and up to date.

Branch support

- Contribute to the strategic planning, focusing on enhancing service delivery to meet business and customer requirements.
- Support a safe and inclusive work environment, promoting equity, diversity and professional development, while enabling the achievement of personal and BCS goals.
- Participate in change management initiatives relevant to the Branch, ensuring smooth transitions and effective implementation.
- Represent the Branch on Directorate committees and working parties as required.

Customer and stakeholder support and liaison

- Cultivate and maintain strong working relationships with internal and external clients ensuring high quality payroll services.
- Provide timely and accurate information, consultation, and advice to internal and external stakeholders regarding payroll training and compliance matters.
- Maintain a customer-focused approach, ensuring continuous improvement in service delivery and responsiveness to stakeholder needs.
- Develop and sustain effective communication channels, fostering knowledge-sharing and collaboration across specialist areas.

Selection criteria

1. Demonstrated highly developed interpersonal, verbal and written communication skills with the ability to consult effectively and deliver engaging presentations and training programs.
2. Demonstrated well-developed research, planning and organisational skills with the ability to design and deliver training programs and high-quality materials tailored to customer needs.
3. Demonstrated proven ability to build and maintain effective stakeholder relationships, working collaboratively within a team environment to implement best practices and drive continuous improvement.
4. Demonstrated advanced computer literacy with experience using a wide range of software applications for presentations, knowledge sharing, data analytics and reporting.
5. Demonstrated strong knowledge of payroll systems, processes, industrial instruments and payroll related legislation with the ability to translate complex information into clear written instructions and training materials.

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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