



Payroll Operations Coordinator

Payroll Services

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| Position number | 00047661 |
| Agreement | Public Sector CSA General Agreement 2024 (or as replaced) |
| Classification | Level 6 |
| Reports to | Operations Manager (Level 7) |
| Direct reports | Senior Payroll Liaison (Level 5) Payroll Adviser x various (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 Payroll Operations Coordinator is accountable for leading and managing all aspects of payroll services to ensure timely, accurate, and compliant payments to all employees/stakeholders. The role drives strategic and operational governance, addresses complex challenges, and contributes to the department's objectives through the delivery of high-quality payroll services aligned with legislative, regulatory, and industry standards.

Specialist services

- Lead and manage operational team activities to ensure timely and accurate delivery, compliance with industrial instruments, legislation, and Department policies and procedures.
- Manage team processes and proactively identify, develop and implement solutions to operational, staff issues and payroll related challenges.
- Champion customer service excellence by driving initiatives that enhance the end-to-end customer experience, including coordinating and overseeing contentious or compassionate issues.
- Monitor, evaluate and report on the operational team's performance against established key performance indicators to ensure operational efficiency and continuous service improvement.
- Prepare high level correspondence (e.g. briefings, contentious issue briefing notes, ministerial responses, Director General correspondence and customer complaints) relevant to the operational team's responsibilities.
- Build and maintain effective working relationships with key internal and external stakeholders to support the provision of a quality payroll services while staying current and up to date with payroll changes and developments.
- Use data analysis to drive team decisions and contribute to branch planning and business continuity.

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 payroll operational team to provide a quality service to clients in accordance with established Key Performance Indicators.

- Provide timely and accurate information, consultation, and strategic advice to internal and external stakeholders.
- Develop and maintain effective communication links and working relationships to ensure access to diverse specialist knowledge.

Selection criteria

1. Demonstrated payroll knowledge and experience, particularly in interpreting and applying industrial instruments and legislative frameworks.
2. Demonstrated ability to lead operations and staff effectively ensuring accountability and delivering outcomes aligned with strategic objectives and a high level of customer service.
3. Demonstrated proven ability to evaluate information and leverage data-driven insights to inform operational goals and continuous improvement.
4. Demonstrated ability to thoroughly research and conceptualise information into clear and concise reports, correspondence, and discussions to justify or influence decisions.
5. Strong collaborative capabilities, with a proven track record of working with management and key stakeholders to initiate change and implement initiatives.
6. Demonstrated project management expertise, including planning, monitoring, risk management, and successful delivery of activities and projects within strict timelines.

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 14 November 2025
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