



Senior Payroll Liaison

Business and Customer Services – Payroll Services

Position number	00047657
Agreement	Public Sector CSA General Agreement 2024 or as replaced.
Classification	Level 5
Reports to	Payroll Operations 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.

The Senior Payroll Liaison supports the operational team ensuring all payroll officers have accurate information, tools, and resources to effectively perform their daily tasks. This position is responsible for educating the team on new and updated legislation, awards, agreements and payroll processes and procedures. It also provides individual upskilling and additional team training to maintain adequate performance levels.

In addition to team enablement, the Senior Payroll Liaison provides specialist, case-managed payroll support to employees experiencing complex, urgent, sensitive/compassionate circumstances. This includes acting as a point of escalation and ensuring that such employees receive timely, accurate, and empathetic support through close coordination with internal and external stakeholders.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

Specialist Services

- Implement and evaluate tools and resources to support and improve end to end payroll processing.
- Support and contribute to human resources work practices and induction programs for payroll team members, ensuring smooth onboarding and alignment with team standards.
- Work in collaboration with others to ensure consistent and compliant payroll activities and services are delivered by all payroll operational staff.
- Communicate, implement, and evaluate payroll processing and legislation changes to the operational team.
- Monitor team compliance to payroll processes and identify knowledge or performance gaps, implementing solutions and providing support where necessary.
- Undertake a case management role, in collaboration with internal teams and external stakeholders, to ensure resolution of complex, compassionate and sensitive payroll-related matters.
- Assess and validate urgent payroll transactions and processes related to sensitive or complex cases to ensure accuracy and compliance, providing appropriate solutions and implementing effective resolution strategies.
- Conduct comprehensive analysis of current work practices to identify areas for improvement across the team and Branch.
- Ensure the team remains responsive to emerging challenges and best practices, contributing to improved customer service delivery and operational effectiveness.
- Undertake user acceptance testing for the implementation of enhancements and upgrades to the Human Resource Management Information System, Customer Service Management tool and other systems as required.

Branch Support

- Contribute to workforce planning and the recruitment process.
- 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.
- Support and contribute to branch human resources operations by mentoring, coaching and supporting team members to ensure effective delivery of payroll services.
- Identify and reschedule work to reflect changes in branch priorities.
- Contribute to service improvement and change management projects relevant to the branch.
- Obtain information and use available resources and technologies to complete allocated tasks.
- Contribute to the development of team workplans and goal setting.

- Works towards positive and mutually agreed outcomes.
- Represent the branch, as required, on Directorate committees and working parties and customer conferences.
- Contribute to high level correspondence relevant to the operational team's responsibilities, including briefings, contentious issue briefing notes, ministerial responses, Director General correspondence and customer complaints.

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.
- Deliver empathetic and clear communication to employees in distress, ensuring confidentiality and trust.
- Act as an escalation point for complex, urgent and sensitive/compassionate cases, providing appropriate solutions and implementing effective resolution strategies.
- Establish and maintain effective communication and working relationships with internal and external customers and stakeholders.
- Collaborate with team members to develop, implement, and improve payroll processes and procedures.
- Develop and maintain effective communication links and working relationships to ensure access to specialist knowledge.

Selection criteria

1. Considerable experience and specialist knowledge of payroll systems, services and industrial instruments and the ability to effectively develop others.
2. Demonstrated ability to maintain currency of knowledge and apply continuous learning to critically evaluate current work methods and identify opportunities for improvement.
3. Demonstrated ability to consult and engage with others to implement change and provide clear instructions, education, and support.
4. Proven ability to understand complex payroll issues and provide viable solutions that are appropriately prioritised and acted on to cause least disruption or concern.
5. Demonstrated ability to sustain a productive, supportive, and cooperative team environment where staff clearly understand their role and can perform at their best.

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 27 October 2025
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