MANAGER WORKFORCE SERVICES COMPLIANCE

BRANCH/UNIT	Capability
TEAM	Workforce Services
LOCATION	Negotiable
CLASSIFICATION/GRADE/BAND	TM1
POSITION NO.	TBA
ANZSCO CODE	139999
TAFE Website	www.tafensw.edu.au

(Note: the ANZSCO CODE row also contains: PCAT CODE 1224992)

1. ORGANISATIONAL ENVIRONMENT

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

2. POSITION PURPOSE

The Manager Workforce Services Compliance is responsible for developing, implementing and maintaining a payroll governance framework, compliance system and monitoring program to ensure the TAFE NSW Payroll function meets all internal and external compliance requirements and obligations.

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3. KEY ACCOUNTABILITIES

1. Develop and oversee implementation of a payroll governance framework to guide and support the delivery of high quality, accurate and compliant payroll services to TAFE NSW staff.
2. Identify payroll related risks and compliance gaps and develop appropriate risk management control plans and strategies to address and mitigate issues impacting on payroll delivery performance and compliance standards.
3. Develop and implement a payroll audit program, monitor ongoing effectiveness and manage the relationship between Workforce Services, Internal Audit and the NSW State Audit Office.
4. Manage regular reviews of payroll policies, processes and procedures to ensure continuous improvement, risk mitigations and ongoing compliance with legislative and regulatory requirements.
5. Review, develop and implement improvements to new and existing payroll compliance controls as well as administering the ongoing maintenance and improvements of controls documentation.
6. Investigate and address complex queries and cases of non-compliant Payroll activities and make recommendations for changes to systems and/or business processes to mitigate compliance risks.
7. Build and encourage an environment where collaboration and teamwork is established across the payroll processing teams so ideas and knowledge can be shared and a client focused, responsive, quality culture drives the business.
8. Provide technical payroll compliance related advice, regular and ad hoc reporting to key stakeholders, proactively identifying risks, issues, and mitigation strategies.
9. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
10. Place the customer at the centre of all decision making.
11. Work with the Line Manager to develop meaningful performance development and review plans

4. KEY CHALLENGES

- Achieve consistency and standardisation of processes and interpretations across dispersed payroll teams and specialities during times of transformational change.
- Maintaining up to date knowledge and interpretation of employment conditions, entitlements, legislation, awards, policies and procedures
- Balancing the need for cyclic and regular audit and compliance activities with the need to investigate and respond to ad hoc issues arising.
- Working across a wide geographic area from a central base and managing the expectations of numerous stakeholders with conflicting priorities and expectations.
- Ensure payroll and compliance activities are making measurable contribution and improvements to payroll compliance outcomes.

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5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Head of Workforce Service	• Provide leadership, direction and support.
Manager Payroll	• Liaise, advise and support on payroll related compliance issues • Collaborate on implementing compliance and risk management strategies.
Broader Workforce Services Team	• Collaborate and share information to solve customer problems and deliver quality service. • Collaborate to contribute to achieving business outcomes. • Foster effective working relationships to facilitate opportunities for engagement, consultation, issue resolution and information sharing.
Shared Services –Finance, GLR	• Liaise and exchange on financial related payroll compliance matters. • Liaise on internal audit and compliance requirements. • Share and exchange information for corporate reporting requirements.
External	
ATO, Government Agencies	• Establish and maintain relationships to ensure TAFE NSW is informed on legislative and policy changes.
Audit Office NSW	• Liaise on audit and compliance requirements.

6. POSITION DIMENSIONS

Reporting Line: Head of Workforce Services

Direct Reports: Nil
Indirect Reports: Nil

Financial delegation: TBA
Budget/Expenditure: TBA

Decision Making:

- Makes decisions on complex and sensitive issues through the detailed analysis of alternative courses of action and their implications on achieving organisational objectives and strategies.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

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7. ESSENTIAL REQUIREMENTS

1. Degree qualification in related field or equivalent significant experience.
2. Proven experience in managing and implementing payroll compliance framework, strategies and controls in a large and complex geographically dispersed operating environment.
3. Demonstrated experience in managing a payroll audit program and developing strategies to address identified issues.
4. Demonstrated relationship management skills and the ability to build trusted working relationships with key internal and external stakeholders.
5. Ability to address and meet focus capabilities as stated in the Position Description.

8. CAPABILITIES

NSW Public Sector Capability Framework

Below is the full list of capabilities and the level required for this role as per the NSW Public Sector Capability Framework. The capabilities **in bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational **>** Intermediate **>** Adept **>** Advanced **>** Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
Personal Attributes	Display Resilience & Courage	Adept
	Act with Integrity	**Advanced**
	Manage Self	Adept
	Value Diversity and Inclusion	Intermediate
Relationships	Communicate Effectively	Adept
	Commit to Customer Service	**Advanced**
	Work Collaboratively	**Advanced**
	Influence and Negotiate	Adept
Results	**Deliver Results**	**Advanced**
	Plan And Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Adept
	Project Management	**Adept**

FOCUS CAPABILITIES

The focus capabilities for the Manager Workforce Services Compliance are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the position's key accountabilities.

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NSW Public Sector Focus Capabilities

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Advanced	• Model the highest standards of ethical and professional behaviour and reinforce their use. • Represent the organisation in an honest, ethical and professional way and set an example for others to follow. • Promote a culture of integrity and professionalism within the organisation and in dealings external to government. • Monitor ethical practices, standards and systems and reinforce their use. • Act promptly on reported breaches of legislation, policies and guidelines.
Relationships Commit to Customer Service	Advanced	• Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience. • Ensure systems are in place to capture customer service insights to improve services. • Initiate and develop partnerships with customers to define and evaluate service performance outcomes. • Promote and manage alliances within the organisation and across the public, private and community sectors. • Liaise with senior stakeholders on key issues and provide expert and influential advice. • Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches. • Ensure that the organisation's systems, processes, policies and programs respond to customer needs.
Relationships Work Collaboratively	Advanced	• Recognise outcomes achieved through effective collaboration between teams. • Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government. • Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions. • Network extensively across government and organisations to increase collaboration. • Encourage others to use appropriate collaboration approaches and tools, including digital technologies.
Results Deliver Results	Advanced	• Seek and apply the expertise of key individuals to achieve organisational outcomes. • Drive a culture of achievement and acknowledge input from others. • Determine how outcomes will be measured and guide others on evaluation methods. • Investigate and create opportunities to enhance the achievement of organisational objectives.

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		• Make sure others understand that on-time and on-budget results are required and how overall success is defined. • Control business unit output to ensure government outcomes are achieved within budgets. • Progress organisational priorities and ensure that resources are acquired and used effectively.
Business Enablers Project Management	Adept	• Understand all components of the project management process, including the need to consider change management to realise business benefits. • Prepare clear project proposals and accurate estimates of required costs and resources. • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements. • Identify and evaluate risks associated with the project and develop mitigation strategies. • Identify and consult stakeholders to inform the project strategy. • Communicate the project's objectives and its expected benefits. • Monitor the completion of project milestones against goals and take necessary action. • Evaluate progress and identify improvements to inform future projects.

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