Role Description
HR Officer Payroll and Leave

NSW GOVERNMENT | Education

Role Description Fields	Details
Cluster	Education
Department/Agency	Department of Education
Division/Branch/Unit	Corporate Services	Shared Services HR	Client Employee Services
Role number	200412, 198004 and 242427
Classification/Grade/Band	Clerk Grade 3/4
Senior executive work level standards	Not Applicable
ANZSCO Code	599411
PCAT Code	1224092
Date of Approval	23 November 2022
Agency Website	http://education.nsw.gov.au

Agency overview

EDConnect is the Department's Shared Service Centre, delivering integrated transactional and advisory services (shared services) for the Department. Organisational performance in EDConnect is underpinned by the 'EDConnect Way' culture – we keep the customer at the centre of everything we do; we collaborate with and support each other to succeed; we take ownership of our work to ensure a quality outcome is delivered; we communicate transparently and listen actively; and we are accountable to each other to develop and grow

Primary purpose of the role

The HR Officer Payroll and Leave role delivers a range of transactional HR services and responds to enquiries and routine requests from internal customers, identifying and escalating enquiries as necessary, to ensure the provision of accurate information. The role is accountable for delivering efficient, accurate and reliable transaction processing to support the effective operation of the functional area. The role delivers a range of transactional human resources (HR) services and responds to general customer enquiries at various locations within the Human Resources Directorate, to assist in the achievement of business results and customer service excellence. The role forms part of the broader team that provides centralised HR services, policy, advice and programs and is accountable for delivering accurate, timely, and reliable transaction processing and customer support through the effective use of tailored service delivery strategies.

Key accountabilities

- Perform transactional HR workflows relevant to the operations of the functional area at a high level of accuracy and efficiency. Tasks include record creation, entering, processing, checking and extracting data for reporting purposes and record archiving. These tasks must be performed in accordance with agreed operating procedures.
- Provide information and guidance to internal customers on matters relating to the functional area, ensuring that information supplied is accurate, relevant and resolves the request efficiently. Enquiries may be a result of an identified issues or discrepancies, or requests for information for reporting or audit purposes.

- Maintain and update record databases, ensuring completeness, accuracy and confidentiality of records in accordance with information, communication and document control policies and security protocols.
- Make effective use of records and data management systems for the purposes of reporting. This includes data collection and analysis, report preparation in line with quality and organisational requirements, and making recommendations to inform decision making.
- Utilise technology applications and systems confidently to deliver efficient and effective service in accordance with Department policy. Applications include relevant HR systems, TRIM, MS Office and other technologies appropriate to the operations of the functional area.
- Proactively support the improvement initiatives of existing processes and systems by identifying inefficiencies and making recommendations to the supervisor regarding improving service delivery, transactional processes and data management.
- In consultation with the supervisor, develop an annual work plan that articulates, clarifies and documents the role's specific responsibilities, key deliverables, expected outcomes and indicators of success over a 12 month period.

Key challenges

- Managing multiple competing demands and deadlines while delivering accurate and consistent work within a high volume environment. The role exercises sound judgment to ensure that competing work priorities are met within agreed timeframes and issues are escalated to supervisors when necessary
- Communicating effectively to internal customers with a professional 'can do' approach, while ensuring service delivery and advice reflects current and best HR business practice
- Adapting to changes in the operating environment, processes and systems in a climate of constant change and reform.

Key relationships

Internal

Who	Why
Customers	• Delivers a range of transactional HR services to resolve information enquiries and routine requests
Team members	• Supports and shares information with colleagues to achieve team goals provides and seeks assistance as required
Supervisor	• Escalates issues, provides updates and clarifies instructions • Receives guidance in negotiating priorities and in handling non-routine, complex and sensitive matters • Receives ongoing performance feedback, coaching and development

Role dimensions

Decision making

The role acts independently in performing its core work functions, in accordance with relevant legislative requirements, policies, procedures and guidelines. In matters that are sensitive, high-risk or business critical, the role consults with the supervisor to agree on a suitable course of action. The role exercises independent judgement in responding to transactional and information enquiries from internal customers, and consults with the supervisor where clarification of priorities is required or problems cannot be resolved by standard practice.

Reporting line

This role reports to the Lead, Client Services; Assistant Manager, Employee Services or HR Supervisor, Employee Services.

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Knowledge of and commitment to implementing the Department's Aboriginal Education Policy and upholding the Department's Partnership Agreement with the NSW AECG and to ensure quality outcomes for Aboriginal people.

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.
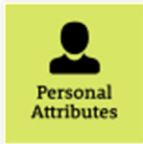
The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	- Adapt existing skills to new situations - Show commitment to achieving work goals - Show awareness of own strengths and areas for growth, and develop and apply new skills - Seek feedback from colleagues and stakeholders - Stay motivated when tasks become difficult	Intermediate

Work Collaboratively Collaborate with others and value their contribution	• Work as a supportive and cooperative team member, sharing information and acknowledging others' efforts • Respond to others who need clarification or guidance on the job • Step in to help others when workloads are high • Keep the team and supervisor informed of work tasks • Use appropriate approaches, including digital technologies, to share information and collaborate with others		Intermediate
Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Plan and coordinate allocated activities • Re-prioritise own work activities on a regular basis to achieve set goals • Contribute to the development of team work plans and goal setting • Understand team objectives and how own work relates to achieving these		Foundational
Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs		Intermediate
Technology Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies		Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
Business Enablers	Project Management	Understand and apply effective planning, coordination and control methods	Foundational

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