Role Description
Senior Payroll Officer

TAFE NSW

Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Capability Group/Workforce Services
Position Description no	10054-01
Classification/Grade/Band	TAFE Worker Level 6
Senior executive work level standards	Not Applicable
ANZSCO Code	551311
PCAT Code	1224192
Date of Approval	February 2022
Agency Website	www.tafensw.edu.au

Agency overview

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.

Primary purpose of the role

This position is responsible for providing high level subject matter expertise, guidance and training to payroll staff and customers in procedures and practices for all aspects of pay, leave conditions and entitlements administration associated with employee services. The position also performs a range of payroll processing activities together with advising on and responding to more complex payroll transactional matters.

Key accountabilities

1. Provide high level subject matter expertise across payroll team/s, to ensure payroll activities and processes are delivered accurately on time and in accordance with legislative requirements.
2. Perform a range of payroll processing and transactional activities, supplementing the work of the team, while also guiding and advising the team on more complex payroll matters.
3. Provide training and support to the team to ensure staff are appropriately equipped with the broad range of skills and knowledge to undertake payroll and related activities.
4. Respond promptly to payroll enquiries and concerns from employees to facilitate the satisfactory resolution of issues including advice on employment conditions and support in the use of HR Systems.
5. Undertake analytics, calculations and investigations to support the resolution of complex and escalated payroll related matters, including providing responses and guidance on complex requests requiring payroll actions.
6. Identify recurrent payroll system, process and performance issues and proactively recommend continual improvement opportunities to management, in order to standardise activities and support system changes and solutions.
7. Monitor and oversee the integrity of the HR systems and data, implementing processes to regularly check data, outputs and rectify errors.
8. Prepare correspondence, submissions and reports relating to a range of routine and complex payroll related matters.
9. Coordinate support and assist on specialised and adhoc payroll and related administration activities such as audit reviews and more complicated employment data and processing matters.
10. 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.
11. Place the customer at the centre of all decision making.
12. Work with the Line Manager to develop meaningful performance development and review plans.

Key challenges

- Maintaining an up to date knowledge of payroll and employee services related policies, systems, processes and employee entitlements in the face of non negotiable deadlines and payroll deliverables.
- Maintaining high level of accuracy and accountability in own work.
- Effectively handling more complex issues or errors in payroll related data or outputs that impact on good stakeholder and customer relations.
- Identifying recurrent employee service issues and system impediments and using these as the basis for recommendations that will ensure continuous improvement.
- Understanding and utilising the HR systems including learning and coping with the additional work demands created by the system.

Key relationships

Internal

Who	Why
Line Manager	• Receive leadership, advice and support. • Provide recommendations for payroll system improvements. • Escalate issues and more complex matters.
Payroll Team members	• Provide collegiate advice and support. • Act as an escalation point for the resolution of more complex matters. • Provide collegiate coaching guidance and mentoring.
HR Support Team	• Resolve system issues as these arise. • Share information and collaborate on process and systems improvements.
Other People and Culture teams, including workers compensation, injury management, workforce alignment	• Liaise on employee matters, policies and procedures to provide consistent and effective customer service. • Exchange information and collaborate on processes and improvements. • Liaise on the resolution of data or processing issues that affects payments or records.
TAFE NSW Managers and Employees	• Respond to escalated enquiries and provide specialist advice and support on payroll related procedures, process, entitlements and HR systems. • Resolve escalated issues if possible and escalate where necessary. • Participate in local and state-wide forums as required.

External

Who	Why
Various government departments and other regulatory agents	• Liaise on more complex and specialist compliance requirements. • Information exchange.

Role dimensions

Decision making

- Makes decisions, using good judgment, expertise and knowledge, under limited guidance from more senior staff, on tasks/assignments with considerable complexity and sensitivity.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

Reporting line

Team Leader Payroll

Direct reports

Nil

Budget/Expenditure

TBA

Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Diploma, Advanced Diploma or Associate Degree in a relevant discipline or equivalent skills, knowledge and experience.
3. Proven experience interpreting and applying employment related agreements and awards, policies and procedures, to payroll related matters including salary, leave entitlements and conditions.
4. Demonstrated experience applying numerical, analytical and problem solving skills to payroll related calculations with an emphasis on accuracy.
5. Experience providing training and support across a broad range of employee services and payroll activities.

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	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so	Intermediate

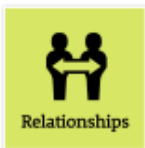|			
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	Intermediate
Relationships	**Work Collaboratively** Collaborate with others and value their contribution	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others	Intermediate

	Think and Solve Problems	• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence	Adept
	Think, analyse and consider the broader context to develop practical solutions	• Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience	
		• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience	
		• Seek contributions and ideas from people with diverse backgrounds and experience	
		• Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness	
		• Identify and share business process improvements to enhance effectiveness	
	Technology	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks	Intermediate
	Understand and use available technologies to maximise efficiencies and effectiveness	• 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	

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	Intermediate
Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate

Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
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	Intermediate
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
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	Intermediate
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