Role Description
Payroll Officer

Cluster/Agency	Premier & Cabinet
Department/Agency	Sydney Living Museums
Division/Branch/Unit	Corporate & Commercial Division/People & Culture Team
Location	The Mint, Sydney and Western Sydney Records Centre, Kingswood
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	223111
Role Number	CC076
PCAT Code	1224149
Date of Approval	27 September 2019
Agency Website	www.sydneylivingmuseums.com.au

Agency overview

Sydney Living Museums is a leading government agency in Australia with responsibility for conserving, managing, interpreting and activating places and sites of local, national and international significance. Established in 1980, our collection includes the UNESCO World Heritage listed Hyde Park Barracks, The Mint, Australia's oldest surviving government building through to the twentieth century Rose Seidler House, which marks the arrival of the modernist movement to Australia. The collection is unlike other museums in that the significance of each is in the whole, and not just in the parts. The awareness of place frames each narrative. Our audiences are local, regional, national and international. Sydney Living Museums is a state cultural institution, reporting to the Minister for the Arts.

The Corporate & Commercial Division includes Booking Services, Commercial Services, Finance, Human Resources, Information & Communications Technology Teams (ICT), Logistics and Reception. The Corporate & Commercial Division is responsible for implementing strategies designed to grow revenue and increase public awareness and perceptions of SLM. The activities of this division enable SLM to be an effective agency complying with public sector and regulatory requirements.

Primary purpose of the role

Process payroll and other related matters for NSW State Archives & Records Authorities to ensure accurate and timely administration of the agency's pay cycle in accordance with relevant legislation, policies and procedures.

Key accountabilities

- Review and process payroll related documentation and transactions to ensure employees are paid accurately, on time and that any anomalies are investigated and corrected.
- Reconcile payroll, payroll tax, superannuation payments and authorised deductions to ensure accuracy and consistency with the agency's financial systems.
- Oversee and maintain employee and HR payroll records in the relevant HR applications and systems to ensure data integrity.

- Coordinate the Flexible Working Hours processes for all agency employees to ensure that all employees keep accurate time keeping records for leave and auditing purposes.
- Manage accurate and up to date records in Chris21 and Time Target to ensure employees are paid correctly and ensure data integrity.
- Provide prompt, confidential and authoritative advice to employees regarding conditions of employment, award entitlements, personnel policy and procedures to ensure they are properly informed of their entitlements and responsibilities.
- Communicating effectively with employees across the agency's Teams, and locations to ensure confidentiality and discretion in service delivery and advice that reflects current and best business practice.
- Provide analytical reports to the Executive and Team Leaders in relation to budgetary and human resources information
- Provide advice to the managers with regards to complex tasks in relation to rostering, leave, payroll and employee benefits.

Key challenges

- Maintaining a detailed and current knowledge of complex and evolving public sector legislation, awards, policies and procedures to ensure the compliance of all payroll related transactions.
- Managing multiple competing demands and deadlines while delivering accurate and consistent work within a high volume environment.
- Implementing, and contributing to the development of, internal control systems to ensure payroll and employees related reports accurately reflect the conditions of the business and comply with relevant standards.

Key relationships

Who	Why
Internal	
Head of People & Culture	- Escalates issues, provide updates and clarify instructions - Receives ongoing performance feedback, coaching and - development - Receives guidance in managing complex and /or sensitive - matters and receives performance feedback
People & Culture and Human Resources Teams	- Share information, provide and seek assistance. - Support other team members to deliver HR services to all employees and achieve Team strategic objectives. - Develop and maintain effective working relationships. - Consult with dealing with complex enquiries, issues or requests, and escalating as necessary, incoming enquiries in a confidential, responsive, customer-focused manner.
Finance Team	- Provide information and reports regarding payroll and superannuation payments. - Communicate with to develop and maintain effective working relationships.
Executive and Team Leaders	- Provide analytical and accurate reports as required to satisfy the payroll related information requests. - Communicate with to develop and maintain effective working relationships.

Who	Why
Employees across the agency	- Provide reports, leave and salary information as requested.
	- Develop effective cross-departmental relationships.
	- Utilise HR applications and systems confidently to deliver efficient and effective service to employees.
	- Provide prompt and effective advice as requested regarding payroll, working conditions and entitlements.
	- Communicate with to develop and maintain effective working relationships.
External	
External stakeholders, suppliers and vendors	- Respond to queries where possible or redirect to relevant function/team.
	- Liaise with in a polite and approachable manner.
	- Consult with on human resource issues, including superannuation.
	- Collaborate with to gain support for and facilitate the effective deliver of human resource services to all employees.
	- Communicate with/keep updated on new developments in legislation, policies and systems.

Role dimensions

Decision making

This role:
- Takes active ownership of own work.
- Has a high level of autonomy and is accountable for the delivery of work assignments and projects on time and to expectations in terms of quality, deliverables and outcomes.
- Maintains a high degree of accuracy and confidentiality when managing Human Resources matters.
- Refers to supervisor for decisions that require significant change to strategic approach; that are likely to escalate; cause undue risk; create substantial precedent; or are outside of delegations limits.
- Prioritises and manages multiple tasks and demands including matters with critical turnaround times.
- Exercises sound judgment to ensure competing work priorities are met within agreed timeframes.
- Maintains efficient lines of communication.

Reporting line

This role reports to the Head of People & Culture.

Budget/Expenditure

Nil

Essential requirements

- Experience using Chris21 payroll system, Time target and HR21.
- Strong working knowledge of public sector employment conditions and entitlements effecting payroll and leave.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	**Display Resilience and Courage**	**Intermediate**
	Act with Integrity	Foundational
	Manage Self	**Intermediate**
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
Results	Deliver Results	Foundation
	Plan and Prioritise	Foundational
	Think and Solve Problems	**Foundational**
	Demonstrate Accountability	Foundational
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Human Resources Professionals Capability Set		
Capability Group	**Capability Name**	**Level**
Human Resources	**Workforce Relations**	**Level 1**
	Workforce Insights	**Level 1**

Focus capabilities

The focus capabilities for the role 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 role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Display Resilience and	Intermediate	• Be flexible and adaptable and respond quickly when situations change

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Courage		• Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations
Personal Attributes Manage Self	Intermediate	• 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 • Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Relationships Commit to Customer Service		• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community.
Business Enablers Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

Human Resources Professionals Capability Set		
Group and Capability	**Level**	**Behavioural Indicators**
Human Resources	Level 1	• Understand legislation, industrial awards, agreements and

Group and Capability	Level	Behavioural Indicators
Professionals Capability Set Workforce Relations		instruments, and their application. • Provide information to managers and employees about employee health, safety and well-being practices and other workplace environment matters. • Provide basic assistance and information to managers and employees on the content of employment legislation, industrial awards and agreements. • Assist in the development of communications about workforce relations strategy, policies, practices and procedures. • Assist in managing employee relations documentation and updating contractual/legal documents, policies and handbooks. • Provide basic assistance to the organisation in workforce relations consultation and negotiation processes.
Human Resources Professionals Capability Set Workforce Insights	Level 1	• Undertake primary research activities into workforce or workplace issues, costs and service delivery targets. • Assist in the development, distribution and collection of staff surveys and other workforce management evaluation tools. • Assist in the implementation of workforce management tools and provide assistance and advice to internal stakeholders to optimise their use. • Assist in the collection and analysis of workforce data by extracting data from systems and using established data analysis protocols. • Collect and monitor feedback on the impact of new or changed workforce management initiatives and programs.

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