

# ROLE DESCRIPTION

## Senior Service Officer (Payroll)

Cluster	Stronger Communities	
Department	Department of Communities and Justice	
Division/Branch/Unit	Communities and Justice Shared Services	
Location	Parramatta/Liverpool/Goulburn	
Classification/Grade/Band	Clerk Grade 5/6	
Role Number	TBC	
ANZSCO Code	551311	
PCAT Code	1224149	
Date of Approval	TBC	Ref:
Agency Website	www.dcj.nsw.gov.au	

***This role description applies to multiple roles across DCJ. Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

### Agency overview

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs. For the first time, the creation of DCJ and Stronger Communities provides an opportunity to focus on prevention and early intervention across both the social welfare and justice systems.

### Primary purpose of the role

Provide high level payroll services and expertise in compliance with award, taxation, legislative and audit requirements to facilitate the achievement of the payroll team's deadlines and objectives.

### Key accountabilities

- Role model and assist service officers to create a positive customer experience providing services, support and advice on payroll administration following policy and procedures and using the knowledge base, and escalating complex issues to local experts.
- At the operational level allocate tasks and provide support and guidance to other staff including on the job training, quality control and feedback when appropriate.
- Provide service support and advice in response to complex inquiries and requests, maintaining knowledge of and interpreting employment conditions, entitlements, legislation, awards, policies, procedures and role and organisational structure advice.
- Lead a team of payroll staff where applicable, to ensure efficient functioning of the payroll unit, and effective payroll services are delivered on a fortnightly basis to DCJ employees.
- Understand and act on the responsibility to report new risks or increase in risk in a timely way.

## Key challenges

- Maintaining and imparting current knowledge of awards and employee entitlements, ensuring various awards and industrial instruments are applied consistently across the team in a way that ensures entitlements are calculated correctly for customers.
- Balancing requests for information, multiple work tasks and competing deadlines in an environment with fluctuating demands.
- Liaising appropriately with a range of internal and external stakeholders with an understanding of their interests and relationship with relevant payroll activities or transactions.

## Key relationships

Who	Why
<b>Internal</b>	
Team Leader	<ul style="list-style-type: none"><li>• Report directly to Line manager</li><li>• Seek direction, advice and support</li><li>• Provide information and feedback.</li></ul>
Team members	<ul style="list-style-type: none"><li>• Provide information and advice</li><li>• Provide an effective and valuable two way liaison</li></ul>
Current DCJ Employees	<ul style="list-style-type: none"><li>• Respond to queries where possible, or redirect relevant party for view and resolution</li><li>• Contribute to client-focused approach to service provision</li><li>• Maintain employee data to ensure accurate payment of salary and wages</li></ul>
Other DCJ divisions	<ul style="list-style-type: none"><li>• Liaise to ensure the provision of timely and accurate advice when requested</li><li>• Develop and maintain effective working relationships</li><li>• Negotiate/agree on timeframes</li></ul>
<b>External</b>	
Previous DCJ Employees	<ul style="list-style-type: none"><li>• Respond to queries where possible, or redirect relevant party for view and resolution</li><li>• Contribute to client-focused approach to service provision</li><li>• Process Termination payments</li></ul>

## Role dimensions

### Decision making

The role:

- is expected to operate with some degree of autonomy in respect to their day to day work priorities and in this context is expected to determine the allocation of work to team members, matters that need to be referred to senior managers or other staff to deal with and provide advice, exercising discretion and judgement.
- Works with some supervision to set priorities of own workload in alignment with management.
- With some management guidance develops a suitable approach in managing workload and provision of advice and input team planning and projects.

- Is responsible for determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload.
- Ensures a course of action is suitable and based on sound evidence, as required to management or senior staff in the absence of complete information or where expert advice is required.

Refer to the financial and/or administrative delegations for this role.

### **Reporting line**

The role reports to the Team Leader

### **Direct reports**

This role has up to 7 direct reports

### **Budget/Expenditure**

Nil

### **Essential requirements**

- Experience using a complex employment framework including demonstrated experience interpreting legislation, statutory instruments, awards, policies and guidelines.
- Technical expertise in a specialist area of payroll processing such as;
  - Appointments, leave and allowances and terminations
  - Workers compensation
  - PSSE Employment
  - Salary Sacrifice
  - Superannuation

Appointments are subject to reference checks. Some roles may also require the following checks/clearances:

- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
- Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

### **Capabilities for the role**







The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <https://www.psc.nsw.gov.au/workforce-management/capability-framework>

This role also utilises the HR Professionals Capability Set. The capability set is available at [www.psc.nsw.gov.au/workforce-management/capability-framework/occupation-specific-capability-sets/human-resources-capability-set](http://www.psc.nsw.gov.au/workforce-management/capability-framework/occupation-specific-capability-sets/human-resources-capability-set)

### **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	Foundational
	<b>Act with Integrity</b>	<b>Adept</b>
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Intermediate</b>
	<b>Commit to Customer Service</b>	<b>Adept</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	<b>Deliver Results</b>	<b>Intermediate</b>
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	<b>Finance</b>	<b>Intermediate</b>
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational
 People Management	<b>Manage and Develop People</b>	<b>Intermediate</b>
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Foundational
<b>Occupation / profession specific capabilities</b>		
Capability Set	Category and Sub-category	Level and Code
 Human Resources	<b>Employee Services</b> Deliver customer focused human resources services to optimise the employment life-cycle experience at an individual and organisational level	<b>Level 1</b>

## 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
<b>Personal Attributes</b> Act with Integrity	Adept	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>• Demonstrate professionalism to support a culture of integrity within the team/unit</li> <li>• Set an example for others to follow and identify and explain ethical issues</li> <li>• Ensure that others understand the legislation and policy framework within which they operate</li> <li>• Act to prevent and report misconduct, illegal and inappropriate behaviour</li> </ul>
<b>Relationships</b> Communicate Effectively	Intermediate	<ul style="list-style-type: none"> <li>• Focus on key points and speak in 'Plain English'</li> <li>• Clearly explain and present ideas and arguments</li> <li>• Listen to others when they are speaking and ask appropriate, respectful questions</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Prepare written material that is well structured and easy to follow by the intended audience</li> <li>• Communicate routine technical information clearly</li> </ul>
<b>Relationships</b> Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high quality customer-focused services</li> <li>• Understand customer perspectives and ensure responsiveness to their needs</li> <li>• Identify customer service needs and implement solutions</li> <li>• Find opportunities to co-operate with internal and external parties to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant stakeholders within the community</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>• Complete work tasks to agreed budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own and team/unit work</li> <li>• Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>• Seek and apply specialist advice when required</li> </ul>
<b>Business Enablers</b> Finance	Intermediate	<ul style="list-style-type: none"> <li>• Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending</li> <li>• Take account of financial and budget implications, including value for money in planning decisions</li> <li>• Present basic financial information to a target audience in an appropriate format</li> <li>• Understand financial audit, reporting and compliance obligations and the actions needed to satisfy them</li> <li>• Display an awareness of financial risk and exposure and solutions to address these</li> </ul>
<b>People Management</b>	Intermediate	<ul style="list-style-type: none"> <li>• Ensure that roles and responsibilities are clearly communicated</li> </ul>

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Manage and Develop  
People

- Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks
  - Develop team capability and recognise and develop potential in people
  - Be constructive and build on strengths when giving feedback
  - Identify and act on opportunities to provide coaching and mentoring
  - Recognise performance issues that need to be addressed and work towards resolution of issues
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### Occupation / profession specific capabilities

Category Set	Level	Category and Sub-category
<b>HR Capability Set</b> Employee Services	1	<p>Deliver customer focused human resources services to optimise the employment life-cycle experience at an individual and organisational level</p> <ul style="list-style-type: none"><li>• Respond to basic employment queries and provide relevant information, explanation and advice to employees.</li><li>• Respond appropriately to service requests and client feedback on customer service, escalating matters to managers where necessary.</li><li>• Assist in the delivery of basic workforce management services (e.g. induction/ orientation, payroll) in line with service-level agreements for the division or organisation.</li><li>• Collect and monitor data on and understand the broader impact that HR service delivery has on business outcomes and employee experience.</li><li>• Implement systems and processes to measure the efficiency of third party suppliers.</li><li>• Maintain service excellence and support during times of change.</li><li>• Comply with organisational procedures and legislative/ regulatory requirements.</li></ul>

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