

# Role Description

## Coordinator HR Payroll Advice



Cluster	NSW Parliament
Agency	Department of Parliamentary Services
Division/Branch/Unit	Corporate Services/People, Property & Security
Role number	50001498
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	TBA
PCAT Code	TBA
Date of Approval	July 2021
Agency Website	<a href="http://www.parliament.nsw.gov.au">www.parliament.nsw.gov.au</a>

### Agency overview

Administratively, the Parliament comprises three main Departments: the Department of Parliamentary Services (DPS); Department of the Legislative Council (LC); and the Department of the Legislative Assembly (LA). The Chief Executive is the head of the Department of Parliamentary Services, the Clerk of the Legislative Council and Clerk of the Legislative Assembly are the heads of their respective House Departments. These House Departments are responsible for providing procedural advice to the Council and Assembly, and their respective members, on parliamentary proceedings in each House and their Committees, undertaking protocol functions, providing corporate and executive support, House specific administrative/research services and generating content/engagement strategies relating to the activities of the House and its committees.

DPS is responsible for providing corporate and other common services across the Parliament as a whole. It comprises the following Divisions; Parliament Services and Corporate Services, and two project Branches; Digital Transformation and Capital Works Strategy Delivery.

The Parliament Services Division comprises administrative and support services specific to the institution of Parliament. This includes the Hansard, Library and Research Branch, the Communications, Engagement and Education branch and the Parliamentary Catering Unit.

The Corporate Services Division comprises of the corporate functions that provide services to all staff and Members across Parliament House. This includes: the Financial Services & Governance Branch; People, Property & Security Branch; IT Services Unit; and the Planning, Insights & Performance Unit.

The Parliament's ultimate governance body includes the Presiding Officers and the Chief Executive, DPS and the Clerks of the Legislative Council and Legislative Assembly, supported by a contemporary governance framework.

## Primary purpose of the role

The Coordinator HR & Payroll Advice is responsible for the oversight and monitoring of the administrative tasks performed by the Operations team in relation to payroll and HR advice. The position will undertake supervision and provide support and guidance to the HR Officers (Payroll) in relation to a variety of tasks including checking and monitoring processes in relation to appointments, terminations, staff variations and associated correspondence. This position will also play an important oversight role of records management for the Human Services team. These functions are to be provided in a timely, accurate, quality focused and service oriented manner.

## Key accountabilities

- Understanding of payroll human resources and records management related policies and procedures to ensure work is conducted according to and within the relevant policy and procedural framework of the Human Services function.
- Ensure by way of checking that the payroll administrative tasks are processed in a timely and accurate manner in accordance with agreed service delivery measures.
- Troubleshoot issues and provide guidance and training to the HR Officers (Payroll) as required to ensure that key service delivery activities are completed in a timely and accurate manner.
- Check that electronic records (in CM9) are updated and maintained as required to ensure timely, accurate and up to date information is available, provide support to the Manager, Human Resource Operations with the preparation of reports, prepare ad hoc reports for stakeholders and managers.
- Identify opportunities for process and system improvements within Human Services administration and processing activities.
- Oversight the records management processes of the unit, and ensure appropriate systems are in place to support.
- Ensure that the work area is safe and without risk to the health of employees, members, contractors and members of the public.

## Key challenges

- Be pro-active and responsive to payroll and administrative requirements, while ensuring tight timeframes are met. At times this can be extremely difficult, as activities will sometimes involve multiple stakeholders and service providers.
- Keep abreast with any changes of Public Sector practices and ensure the Parliament's Human Resources policies and practices are up to date and accurate.
- Ensure transfer of knowledge and skills to the HR Officers (Payroll) to enable their ability to deliver accurate HR advice and payroll services.

## Key relationships

Who	Why
<b>Internal</b>	
Relevant Reporting Line Manager	<ul style="list-style-type: none"><li>• Key relationship manager, report to, receive advice and guidance, clarify instructions and report on progress against work plans as required</li><li>• Provide support to achieve operational priorities, exchange information and contribute to decision-making</li><li>• Escalate discuss issues and propose solutions</li></ul>

Who	Why
Division/Branch Leadership Team	<ul style="list-style-type: none"> <li>• Collaborate and build effective relationships</li> <li>• Provide advice and influence decision making processes</li> <li>• Respond to requests for information or assistance and escalate sensitive issues</li> </ul>
Work Team	<ul style="list-style-type: none"> <li>• Determine work priorities and oversee progress to facilitate their ongoing professional development</li> <li>• Collaborate to continually improve knowledge, build capability, and improve consistency and service quality</li> <li>• Provide an escalation point for issues or complex decision-making</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 matters that need to be referred to senior managers or other staff to deal with and provide advice, exercising discretion and judgement on what is appropriate to send to their manager and/or leadership team.

The role is accountable for the delivery of assigned work. The role is accountable for the quality, integrity and validity of the service provided.

### Reporting line

The role accounts and reports to the relevant reporting line supervisor/manager

### Direct reports

There are no direct reports.

### Budget/Expenditure

Nil.

## Key knowledge and experience

- Extensive experience in payroll processing, human resources, and administration functions, including checking work for accuracy, timeliness and consistency and the practical application of policy and procedures.
- Strong people management skills and sound experience in staff supervision, including the ability to develop, mentor and motivate staff.
- Experience in handling confidential information and capacity to provide impartial advice and sound strategic judgment, tact and discretion.
- Excellent time management skills including the ability to balance competing priorities and meet strict deadlines and excellent attention to detail.

## Essential requirements

- There are no formal qualifications specified for the position.

## Capabilities for the role

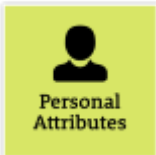
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> <li>Represent the organisation in an honest, ethical and professional way</li> <li>Support a culture of integrity and professionalism</li> <li>Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct</li> <li>Recognise and report misconduct and illegal and inappropriate behaviour</li> <li>Report and manage apparent conflicts of interest and encourage others to do so</li> </ul>	Intermediate
	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>Tailor communication to diverse audiences</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>Share information across teams and units to enable informed decision making</li> <li>Write fluently in plain English and in a range of styles and formats</li> <li>Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	Adept
	<b>Work Collaboratively</b> Collaborate with others and value their contribution	<ul style="list-style-type: none"> <li>Build a supportive and cooperative team environment</li> <li>Share information and learning across teams</li> <li>Acknowledge outcomes that were achieved by effective collaboration</li> </ul>	Intermediate




		<ul style="list-style-type: none"> <li>Engage other teams and units to share information and jointly solve issues and problems</li> <li>Support others in challenging situations</li> <li>Use collaboration tools, including digital technologies, to work with others</li> </ul>	
	<b>Plan and Prioritise</b> Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> <li>Understand the team and unit objectives and align operational activities accordingly</li> <li>Initiate and develop team goals and plans, and use feedback to inform future planning</li> <li>Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals</li> <li>Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>	Intermediate
	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>Identify opportunities to use a broad range of technologies to collaborate</li> <li>Monitor compliance with cyber security and the use of technology policies</li> <li>Identify ways to maximise the value of available technology to achieve business strategies and outcomes</li> <li>Monitor compliance with the organisation's records, information and knowledge management requirements</li> </ul>	Adept

## 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.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	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	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	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
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate