

Role Description

Payroll Coordinator



Planning,
Industry &
Environment

Cluster	Planning, Industry & Environment
Department/Agency	Department of Planning, Industry & Environment
Division/Branch/Unit	People Performance & Culture/ Corporate Operations
Location	Orange
Classification/Grade/Band	Clerk Grade 5 / 6
ANZSCO Code	551311
PCAT Code	1124192
Date of Approval	February 2018 (updated October 2019)
Agency Website	www.dpie.nsw.gov.au

Agency overview

The Planning, Industry and Environment Cluster was formed in 2019. The Cluster drives greater levels of integration and efficiency across key areas such as long-term planning, precincts, housing, property, infrastructure priorities, open space, the environment, our natural resources – land, water, mining – energy, and growing our industries. There is a strong emphasis on regional NSW.

Primary purpose of the role

The Payroll Coordinator is an integral member of the Payroll Coordination team managing payroll processing, pre and post payroll checks and reconciliations, submission and reconciliation of Single Touch Payroll, and payroll related reports. Payroll Coordinators maintain procedure manuals and process checklists and undertake quality assurance reviews.

Key accountabilities

- Ensuring that the payroll processing functions are delivered consistently through the development and maintenance payroll procedure manuals and process checklists. Release of bank files and payroll posting documents each fortnight
- Where errors are identified, analyse root cause and resolve for customer. Where system issues are identified, document with the Team Leader, Payroll and the Senior Business Analyst for escalation to external support
- Provide advice to managers, staff and clients on day to day issues relating to payroll and leave administration related transaction processing
- Implement audit recommendations where value can be added and amend or refine internal controls where appropriate
- Work with the Payroll Accountant to ensure payroll postings successfully post to the general ledger in a timely manner as well assist with the reconciliation of payroll postings to the general ledger
- Produce fortnightly payroll reports to support the audit review of standard request items such as overtime, leave taken, terminations, new hires, and transfer reporting

- Undertake and contribute to knowledge transfer, mentoring and coaching of staff in relation to transactional payroll functions

Key challenges

- Developing effective on-going relationships with key payroll, finance, and key business users
- Keeping abreast of changing payroll and taxation policies and legislation
- Working to schedule and delivering against deadlines

Key relationships

Who	Why
Internal	
Manager Payroll Accounting and Reporting	<ul style="list-style-type: none"> • Receives guidance from, discusses priorities and provides regular updates on key issues and progress
Senior Processing Officer - Payroll	<ul style="list-style-type: none"> • Provide guidance, exchange information and provide feedback
Processing Officer - Payroll	<ul style="list-style-type: none"> • Provide guidance, exchange information and provide feedback
Clients	<ul style="list-style-type: none"> • Provide advice and information

Role dimensions

Decision making

Operates in a structured operating environment that is subject to established policies procedures and practices underpinned by statutory requirements. The position has some capacity to adapt operating practices. Decisions which can be made by the position holder include prioritising own workload.

Reporting line

Manager Payroll Accounting and Reporting

Direct reports

Nil

Budget/Expenditure

Nil





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	Foundational
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational

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 Act with Integrity	Intermediate	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> • Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • 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 • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay 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 • Co-operate across work areas to improve outcomes for customers
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> • Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • 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