

Role Description

HR Supervisor, Payroll Benefits



Education

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	EDConnect
Location	Parramatta
Kind of employment	Ongoing
Role number	177943, 177944
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	551311
PCAT Code	1224140
Date of Approval	March 2021
Agency Website	https://education.nsw.gov.au/

Agency overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

The Department is one of the largest organisations and employers in Australia, and manages an annual budget that accounts for approximately one quarter of the State's total budget. Visit the Department's website above for more information.

EDConnect is the Department's Shared Service Centre, delivering integrated transactional and advisory services (shared services) for the Department. Organisational performance in EDConnect is underpinned by 'The EDConnect Way' culture – we keep the customer at the centre of everything we do; we collaborate with and support each other to succeed; we take ownership of our work to ensure a quality outcome is delivered; we communicate transparently and listen actively; and we are accountable to each other to develop and grow.

Primary purpose of the role

The HR Supervisor, Payroll Benefits is responsible for ensuring provision of optimal service delivery and specialist support with a focus on superannuation, salary packaging and Commonwealth Paid Parental Leave. This role requires a deep understanding of customer needs and SAP HR Payroll system functions, and draws upon previous experience and specialist knowledge to effectively resolve internal and external enquiries in a prompt and professional way. Key responsibilities include processing payroll transactions with a high level of accuracy and efficiency, providing consistent and expert advice to customers, analysing and problem solving complex SAP HR Payroll queries, performing reconciliation of GL accounts, assisting with periodic payroll

reporting and supporting the streamlining of systems and processes to ensure the delivery of ongoing service improvement.

Key accountabilities

- Provide high quality specialist support to ensure enhanced quality service delivery. Develop and maintain procedural and process documentation to ensure standardisation and provision of best practice.
- Give prompt and accurate feedback to the supervisor regarding sensitive and or contentious matters or emerging issues that could adversely affect customer service or the delivery of agreed business tasks.
- Build excellent customer relationships and work collaboratively with team members and other teams across the Human Resources function, to increase efficiencies in the delivery of services.
- Monitor, review and analyse systems and databases to generate reports that provide accurate advice and information for staff, customers, management and external agencies.
- Utilise technology applications and systems confidently to deliver efficient and effective service in accordance with Department policy. Applications include relevant HR systems, SAP HR Payroll, TRIM, MS Office and other technologies appropriate to the operations of the functional area.
- Provide prompt and accurate reports and feedback to the supervisor regarding progress and achievements towards goals and emerging issues that could adversely affect the team/unit's delivery of agreed business targets.
- In consultation with the supervisor, develop an annual work plan that articulates, clarifies and documents the role's specific responsibilities, key deliverables and indicators of success over a 12 month period.

Key challenges

- Be creative. Understand the unique characteristics of the SAP modules in the SAP HR Payroll design.
- Be curious. Understand business process and procedures and look for development opportunities. Be open to change and reform. Learn, understand and actively participate in the implementation of new SAP HR Payroll services
- Be resilient. Maintain a positive focus in difficult circumstances, inspire others to work through issues. Be empathic. Work with and help develop Shared Service HR teams in the SAP HR Payroll functions and processes. Understand people's differences

Key relationships

Who	Why
Internal	
Customers	<ul style="list-style-type: none">• Delivers advice and information to resolve complex issues, requests, or complaints and matters of contentious or sensitive nature
Team Members	<ul style="list-style-type: none">• Supports and shares information with colleagues to achieve team goals and provides and seeks assistance as required
Supervisor	<ul style="list-style-type: none">• Escalates issues, provides updates and clarifies instructions• Receives guidance in negotiating priorities and in handling non-routine, complex and sensitive matters

Who	Why
	<ul style="list-style-type: none"> Receives ongoing performance feedback, coaching and development

Role dimensions

Decision making

The role acts independently in performing its core work functions, in accordance with relevant legislative requirements, policies, procedures and guidelines. In matters that are sensitive, high-risk or business critical, the role consults with the supervisor to agree on a suitable course of action. The role exercises independent judgement in responding to transactional and information enquiries from internal customers, and consults with the supervisor where clarification of priorities is required or problems cannot be resolved by standard practice.

Reporting line

This role reports to the HR Lead, Payroll Benefits

Direct reports

Nil direct reports

Budget/Expenditure

This role has no financial delegation or budget responsibilities

Key knowledge and experience

- Experience in the effective execution of the day to day activities of the HR function within SAP HR Payroll following directions and consulting with the supervisor where required

Essential requirements

- Appropriate tertiary qualifications in human resource management, business administration or a relevant discipline, and/or demonstrated successful experience in SAP HR/Payroll services, including technology, systems and/or business methods, in a HR shared Services environment
- Knowledge of and commitment to implementing the Department's [Aboriginal Education Policy](#) and upholding the [Department's Partnership Agreement with the NSW AECG](#) and to ensure quality outcomes for Aboriginal people

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.

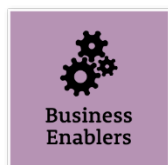
The capabilities are separated into **focus capabilities** and **complementary capabilities**.

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
<div> Personal Attributes</div>	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">Adapt existing skills to new situationsShow commitment to achieving work goalsShow awareness of own strengths and areas for growth, and develop and apply new skillsSeek feedback from colleagues and stakeholdersStay motivated when tasks become difficult	Intermediate
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none">Focus on providing a positive customer experienceSupport a customer-focused culture in the organisationDemonstrate a thorough knowledge of the services provided and relay this knowledge to customersIdentify and respond quickly to customer needsConsider customer service requirements and develop solutions to meet needsResolve complex customer issues and needsCooperate across work areas to improve outcomes for customers	Intermediate
<div> Results</div>	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none">Understand the team and unit objectives and align operational activities accordinglyInitiate and develop team goals and plans, and use feedback to inform future planningRespond proactively to changing circumstances and adjust plans and schedules when necessaryConsider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goalsAccommodate and respond with initiative to changing priorities and operating environments	Intermediate
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none">Identify the facts and type of data needed to understand a problem or explore an opportunityResearch and analyse information to make recommendations based on relevant evidenceIdentify issues that may hinder the completion of tasks and find appropriate solutionsBe willing to seek input from others and share own ideas to achieve best outcomesGenerate ideas and identify ways to improve systems and processes to meet user needs	Intermediate



Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
- 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

Intermediate

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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	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
	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	Foundational