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| **Cluster** | Stronger Communities | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Shared Services and Customer Experience | |
| **Location** | Parramatta/Liverpool/Goulburn | |
| **Classification/Grade/Band** | Clerk Grade 5/6 | |
| **Role Number** | TBC | |
| **ANZSCO Code** | 551311 | |
| **PCAT Code** | 1224149 | |
| **Date of Approval** | 18 December 2019 | **Ref:** **CJSS 010** |
| **Agency Website** | www.dcj.nsw.gov.au | |

**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.

# 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.

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# Key accountabilities

1. 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.
2. 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.
3. 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.
4. 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.
5. 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 |
| --- | --- |
| **Internal** |  |
| Team Leader | * Report directly to Line manager * Seek direction, advice and support * Provide information and feedback. | |
| Team members | * Provide information and advice * Provide an effective and valuable two way liaison | |
| Current DCJ Employees | * Respond to queries where possible, or redirect relevant party for view and resolution * Contribute to client-focused approach to service provision * Maintain employee data to ensure accurate payment of salary and wages | |
| Other DCJ divisions | * Liaise to ensure the provision of timely and accurate advice when requested * Develop and maintain effective working relationships * Negotiate/agree on timeframes | |
| **External** |  |
| Previous DCJ Employees | * Respond to queries where possible, or redirect relevant party for view and resolution * Contribute to client-focused approach to service provision * Process Termination payments | |

# 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

# Key knowledge and experience

* 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

# Essential requirements

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](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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 logo | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | * Represent the organisation in an honest, ethical and professional way and encourage others to do so * Act professionally and support a culture of integrity * Identify and explain ethical issues and set an example for others to follow * Ensure that others are aware of and understand the legislation and policy framework within which they operate * Act to prevent and report misconduct and illegal and inappropriate behaviour | | | Adept |
| Relationships logo | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | * Focus on key points and speak in plain English * Clearly explain and present ideas and arguments * Listen to others to gain an understanding and ask appropriate, respectful questions * Promote the use of inclusive language and assist others to adjust where necessary * Monitor own and others’ non-verbal cues and adapt where necessary * Write and prepare material that is well structured and easy to follow * Communicate routine technical information clearly | | | Intermediate |
| Relationships logo | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | * Take responsibility for delivering high-quality customer-focused services * Design processes and policies based on the customer’s point of view and needs * Understand and measure what is important to customers * Use data and information to monitor and improve customer service delivery * Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers * Maintain relationships with key customers in area of expertise * Connect and collaborate with relevant customers within the community | | | Adept |
| Results logo | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | * Seek and apply specialist advice when required * Complete work tasks within set budgets, timeframes and standards * Take the initiative to progress and deliver own work and that of the team or unit * Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals * Identify any barriers to achieving results and resolve these where possible * Proactively change or adjust plans when needed | | | Intermediate |
| Business Enablers logo | **Finance**  Understand and apply financial processes to achieve value for money and minimise financial risk | * Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending * Consider financial implications and value for money in making recommendations and decisions * Understand how financial decisions impact the overall financial position * Understand and act on financial audit, reporting and compliance obligations * Display an awareness of financial risk, reputational risk and exposure, and propose solutions to address these | | | Intermediate |
| People Management logo | **Manage and Develop People**  Engage and motivate staff, and develop capability and potential in others | * Collaborate to set clear performance standards and deadlines in line with established performance development frameworks * Look for ways to develop team capability and recognise and develop individual potential * Be constructive and build on strengths by giving timely and actionable feedback * Identify and act on opportunities to provide coaching and mentoring * Recognise performance issues that need to be addressed and work towards resolving issues * Effectively support and manage team members who are working flexibly and in various locations * Create a safe environment where team members’ diverse backgrounds and cultures are considered and respected * Consider feedback on own management style and reflect on potential areas to improve | | | Intermediate |

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)

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| --- | --- | --- | --- |
| **Focus Occupation Specific Capabilities** | | | |
| Human Resources logo | **Capability name**  Capability description | **Capability Set** | **Level** |
| **Employee Services**  Deliver customer focused human resources services to optimise the employment life-cycle experience at an individual and organisational level | Respond to basic employment queries and provide relevant information, explanation and advice to employees.  Respond appropriately to service requests and client feedback on customer service, escalating matters to managers where necessary.  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.  Collect and monitor data on and understand the broader impact that HR service delivery has on business outcomes and employee experience.  Implement systems and processes to measure the efficiency of third party suppliers.  Maintain service excellence and support during times of change.  Comply with organisational procedures and legislative/ regulatory requirements. | **Level 1** |

# 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 is not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES | | | |
| --- | --- | --- | --- |
| **Capability Group/Sets** | **Capability Name** | **Description** | **Level** |
| Personal Attributes logo |  |  |  |
| Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Foundational |
| 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 |
| Relationships logo |  |  |  |
| Work Collaboratively | Collaborate with others and value their contribution | Foundational |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
| Results logo |  |  |  |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | 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 logo |  |  |  |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| Project Management | Understand and apply effective project planning, coordination and control methods | Foundational |
| People Management logo |  |  |  |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Foundational |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Foundational |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Foundational |