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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 3/4 |
| **Role Number** | TBC |
| **ANZSCO Code** | 551311 |
| **PCAT Code** | 1224149 |
| **Date of Approval** | 18 December 2019 | **Ref: CJSS 012** |
| **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.

# Primary purpose of the role

Provide a high level of payroll processing and customer service in compliance with award, taxation, legislative and audit requirements to facilitate the payment of current employee entitlements.

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# Key accountabilities

* Create a positive customer experience providing services, support and advice on payroll administration using the knowledge base, and escalating complex issues to local experts.
* Follow agreed processes to maintain master data within the enterprise resource planning system and records within the records management system ensuring changes are authorised within Department delegations, and data accuracy, compliance and availability.
* Maintain knowledge of and interpret employment conditions, entitlements, legislation, awards, policies, procedures. Complete manual calculations and adjustments to ensure the integrity of payments, and entitlements.
* Contribute to the development of knowledge that assists the support community by participating in the maintenance and review of service information.
* Contribute to team performance by capturing, updating and closing tickets to meet service levels, and identifying issues, proposing solutions and implementing new ways of working.
* Understand and act on the responsibility to report new risks or increase in risk in a timely way
* Provide support and assistance to other members of the payroll team as required, checking the processing of other officers to ensure accuracy of information entered into the system and efficient and effective functioning of the team.

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# Key challenges

* Maintaining the accuracy, integrity and quality of payroll data.
* Providing timely service on a consistent basis, organising and prioritising workload in a high volume, busy environment.
* Being aware of legislative changes and maintain a comprehensive knowledge of public sector entitlements and conditions of employment to ensure the provision of current, accurate and relevant information.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |

|  |  |
| --- | --- |
| Senior Service Officer (Payroll) | Receive work and guidance, provide advice and exchange information |
| Communities and Justice Shared Services staff | Exchange information and collaborate on joint programs and projects to achieve service levels and business outcomes |
| Departmental Staff  | Provide guidance and advice and respond to queries regarding personnel policies and practices and conditions of employment  |
| Customers & stakeholders | Provide advice and information on personnel services or role and structure administration |

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| **External** |  |

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| Treasury NSW, Public Service Commission and other Public Sector Departments | Seek advice on award interpretation/conditions of employment |

# Role dimensions

## Decision making

## The role:

* Works under supervision to set priorities and approach to workload and outputs as allocated by management.
* 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, referring where required to management or senior staff in the absence of complete information or where expert advice is required.

## Reporting line

The role reports to the Senior Service Officer (Payroll)

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

* Experience in 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
* Support a culture of integrity and professionalism
* Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct
* Recognise and report misconduct and illegal and inappropriate behaviour
* Report and manage apparent conflicts of interest and encourage others to do so
 | Intermediate |
| 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 | * Focus on providing a positive customer experience
* Support a customer-focused culture in the organisation
* Demonstrate a thorough knowledge of the services provided and relay this knowledge 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
* Cooperate across work areas to improve outcomes for customers
 | Intermediate |
| Results logo | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * Identify the facts and type of data needed to understand a problem or explore an opportunity
* Research and analyse information to make recommendations based on relevant evidence
* Identify issues that may hinder the completion of tasks and find appropriate solutions
* Be willing to seek input from others and share own ideas to achieve best outcomes
* Generate ideas and identify ways to improve systems and processes to meet user needs
 | Intermediate |
| Business Enablers logo | **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 |

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 |
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| **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 | Foundational |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| 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 |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Foundational |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Foundational |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Foundational |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| 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 |