

Role Description

Payroll Officer



Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	Finance/Financial Operations
Classification/Grade/Band	Clerk Grade 3/4
Kind of Employment	Ongoing
Role Number	TBC
ANZSCO Code	551111
PCAT Code	1223637
Agency Website	www.fire.nsw.gov.au

Agency overview

Fire and Rescue NSW (FRNSW) is one of the world's largest urban fire and rescue services and is the busiest in Australia. Our overriding purpose is to enhance community safety, quality of life, and confidence by minimising the impact of hazards and emergency incidents on the people, property, environment and on the economy of NSW. Our capabilities extend far beyond fighting fires. FRNSW firefighters are among the most highly trained in the world. Our teams provide fire prevention, they respond to hazardous materials incidents, natural disasters and medical emergencies. Our teams also undertake counter terrorism and urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

Primary purpose of the role

Undertake payroll administration and associated processes to enable the delivery of FRNSW employee payroll services.

Key accountabilities

- Perform accurate and timely payroll processing and related activities through the employee life cycle including onboarding, claims, allowances, timesheets and terminations in accordance with awards, policy and legislation.
- Facilitate ad hoc payments as appropriate.
- Examine and review payroll data to ensure that the payroll processes deliver a correct payroll first time every time; monitoring the accuracy of fortnightly payroll before processing
- Investigate and fulfil payroll related service requests, including maintaining tracking to ensure the provision of accurate information and timely resolution.
- Refer to industrial instruments and apply agency specific policies and procedures where required to enable quality client service delivery and provision of accurate
- Produce and analyse payroll reports and compile statistics for analysis and reporting purposes such as the Australian Bureau of Statistics, Superannuation returns and Treasury Managed Fund
- Identify and make recommendations with respect to process and system improvements and participate in User Acceptance Testing of payroll system enhancements to enable improved service outcomes
- Contribute to the conduct of tests and check validity and integrity of controls, processes and systems, reporting any irregularities with appropriate recommendations
- Maintain all payroll master data to facilitate confidentiality and security of all records in accordance with Government and departmental policy

Key challenges

- Contributing to the provision of high quality, accurate and timely advice to management and staff whilst maintaining compliance and consistency with departmental policy and procedures and legislative requirements
- Maintaining a current knowledge of necessary payroll requirements, standards, policies and procedures

Key relationships

Who	Why
Internal	
FRNSW staff	<ul style="list-style-type: none">• Manage and maintain accurate employee data and related enquires
Area/Zone Support	<ul style="list-style-type: none">• Regularly liaise to ensure all necessary data is available for payroll processing and collaborate on issue resolution
FRNSW Business Areas	<ul style="list-style-type: none">• Work closely to ensure the transfer of necessary data and accurate payment.• Provide guidance on payroll related matters
People and Culture	<ul style="list-style-type: none">• Liaise with on payroll and entitlement matters

Role dimensions

Decision making

- Make day-to-day decisions within the scope of the role, prioritising in accordance with agreed timeframes and level of complexity
- Provide credible and well supported advice to staff and managers to facilitate recommendations of appropriate action
- Must ensure decisions are made within the scope of the role ensuring accuracy of work to withstand scrutiny, referring complex issues that require a higher level of resolution to the Team Leader.

Reporting line: Team Leader Payroll

Direct reports: Nil

Budget/Expenditure: As per FRNSW Delegations Manual

Key knowledge and experience

1. Knowledge of the public sector employment framework including the legislation, statutory instruments, awards, and client and Government policies and guidelines and application to payroll processing.

Capabilities for the role



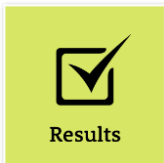

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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
 <p>Personal Attributes</p>	<p>Manage Self</p> <p>Show drive and motivation, an ability to self-reflect and a commitment to learning</p>	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth, and develop and apply new skills Seek feedback from colleagues and stakeholders Stay motivated when tasks become difficult 	Intermediate
 <p>Relationships</p>	<p>Commit to Customer Service</p> <p>Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> 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
 <p>Results</p>	<p>Deliver Results</p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> Seek clarification when unsure of work tasks Complete own work tasks under guidance within set budgets, timeframes and standards Take the initiative to progress own work Identify resources needed to complete allocated work tasks 	Foundational
 <p>Business Enablers</p>	<p>Technology</p> <p>Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> 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	Intermediate
	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	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	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	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and solve problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	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	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational