

# Role Description

## Payroll Officer

Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Capability Group
Position Description no	10070-01
Classification/Grade/Band	TAFE Worker Level 4
Senior executive work level standards	Not Applicable
ANZSCO Code	551311
PCAT Code	1224192
Date of Approval	February 2022
Agency Website	<a href="http://www.tafensw.edu.au">www.tafensw.edu.au</a>

### Agency overview

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

### Primary purpose of the role

This position is responsible for providing a range of employee services to management and staff including the timely and accurate processing of salary payments, leave details, and other employee entitlements, to ensure an efficient and effective employee services and payroll processing function.

## Key accountabilities

1. Prepare and process the fortnightly payroll for TAFE NSW employees including teaching, non-teaching and/or executive with a diverse array of employment arrangements and conditions.
2. Administer, check and process a wide range of staffing activities, specifically relating to leave and payroll to ensure the accurate and timely processing of payments and entitlements to all employees utilising various HR Systems.
3. Generate various reports as required to verify the accuracy of data to enable the reconciliation of the payroll process and to support customers and stakeholders.
4. Review and update personnel records to facilitate the maintenance of accurate information of employees.
5. Prepare documentation as required for a range of third party providers to ensure prompt processing of entitlements for staff.
6. Respond promptly to payroll enquiries and concerns from employees to facilitate the satisfactory resolution of issues including advice on employment conditions and support in the use of HR Systems.
7. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
8. Place the customer at the centre of all decision making.
9. Work with Line Manager to develop meaningful performance development and review plans

## Key challenges

- Understanding and utilising the HR systems including learning and coping with the additional work demands created by the system.
- Effectively handling the consistent high volume workload, which requires adherence to strict processing deadlines, to ensure staff are paid on time and enquiries are dealt with efficiently.
- Being aware of exceptions and changes to TAFE NSW and employee services related policies and procedures and knowing when to appropriately refer cases to the Senior Payroll Officer/Team Leader.
- Analysing forms and data received to identify errors and /or incomplete applications and following up these anomalies with relevant staff for amendment.
- Maintaining an up to date knowledge of payroll and employee services related policies, systems, processes and employee entitlements in the face of non-negotiable deadlines and payroll deliverables.
- Maintaining high level of accuracy and accountability in own work.

## Key relationships

### Internal

Who	Why
Line Manager	<ul style="list-style-type: none"><li>• Receive direction, guidance and support.</li><li>• Provide information and reports as required.</li><li>• Escalate issues and more complex matters.</li></ul>
Payroll team members	<ul style="list-style-type: none"><li>• Work collaboratively.</li><li>• Provide information and reports as required.</li><li>• Escalate issues and more complex matters to Senior Payroll Officer.</li></ul>
HR Support Team	<ul style="list-style-type: none"><li>• Receiving guidance on system changes and process.</li></ul>

Other People and Culture teams, including workers compensation, injury management, workforce alignment	<ul style="list-style-type: none"> <li>• Receive advice on employee matters, policies and procedures to provide consistent and effective service to customers.</li> <li>• Information exchange on payroll related matters and workflows.</li> </ul>
TAFE NSW managers and staff	<ul style="list-style-type: none"> <li>• Respond to enquiries.</li> <li>• Resolve routine issues if possible and escalate where necessary.</li> <li>• Support and assist with policies and procedures.</li> <li>• Provide advice on employee entitlements and liaise on maintenance of employee records.</li> </ul>

## External

Who	Why
Various government departments and regulatory agencies	<ul style="list-style-type: none"> <li>• Provide and obtain information and assistance on employee related issues including employee's entitlements and superannuation matters.</li> </ul>

## Role dimensions

### Decision making

- Makes decisions that may have a minor impact externally within defined parameters and based on sound subject matter knowledge and professional judgment.
- Matters requiring a higher level of approval are referred to the Line Manager.

### Reporting line

Team Leader Payroll

### Direct reports

Nil

### Budget/Expenditure

TBA

## Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Certificate IV in relevant discipline or equivalent skills, knowledge and experience.
3. Demonstrated experience using computerised payroll/ human resources systems such as SAP and Microsoft Excel.
4. Demonstrated ability to interpret and apply relevant workplace awards, agreements, policies and procedures and provide appropriate advice to internal customers.
5. Demonstrated experience applying data entry and numeracy skills accurately to payroll related calculations and processing activities together with strong attention to detail on routine and/or repetitive tasks.

## 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
 Personal Attributes	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth, and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Stay motivated when tasks become difficult</li> </ul>	Intermediate
 Relationships	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> <li>Focus on providing a positive customer experience</li> <li>Support a customer-focused culture in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Cooperate across work areas to improve outcomes for customers</li> </ul>	Intermediate
 Relationships	<b>Work Collaboratively</b> Collaborate with others and value their contribution	<ul style="list-style-type: none"> <li>Work as a supportive and cooperative team member, sharing information and acknowledging others' efforts</li> <li>Respond to others who need clarification or guidance on the job</li> <li>Step in to help others when workloads are high</li> <li>Keep the team and supervisor informed of work tasks</li> <li>Use appropriate approaches, including digital technologies, to share information and collaborate with others</li> </ul>	Foundational







	<p><b>Demonstrate Accountability</b> Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines</p>	<ul style="list-style-type: none"> <li>• Take responsibility for own actions</li> <li>• Be aware of delegations and act within authority levels</li> <li>• Be aware of team goals and their impact on work tasks</li> <li>• Follow safe work practices and take reasonable care of own and others' health and safety</li> <li>• Escalate issues when these are identified</li> <li>• Follow government and organisational record-keeping requirements</li> </ul>	<p>Foundational</p>
	<p><b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>• Use available technology to improve individual performance and effectiveness</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies</li> </ul>	<p>Intermediate</p>

## 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.

Capability group/sets	Capability name	Description	Level
	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
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational

	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
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	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 planning, coordination and control methods	Foundational