Role Description
Service Improvement and Data Quality Coordinator

Cluster	Planning Industry and Environment
Agency	Department of Planning Industry and Environment
Division/Branch/Unit	Corporate Services
Location	Orange/Parramatta
Classification/Grade/Band	Clerk Grade 9-10
Role Family (internal use only)	Bespoke/Finance and Economics/Delivery
ANZSCO Code	221111
PCAT Code	1524192
Date of Approval	October 2020
Agency Website	www.dpie.nsw.gov.au

About the Department of Planning, Industry and Environment

Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

The Corporate Services division develops, manages and advises on systems, infrastructure, policies and standards for the department in the areas of finance, procurement and administration, asset management, information and communication technology.

Primary purpose of the role
The Service Improvement and Data Quality Coordinator leads a small team responsible for ensuring the payroll data, systems and processes are optimised. The Service Improvement and Data Quality Coordinator is the subject matter expert in relation to the data model and functional design, and responsible for managing the user acceptance testing function for upgrades, service requests and incident resolution. The role is also responsible for payroll reporting and analytics supporting customer reporting, internal control monitoring, and operational management and leading projects to onboard new customer groups, including gap analysis of functional requirements.

Key accountabilities
- Manage the day to day operations of Service Improvement and Data Quality team including the management of incident testing and service requests impacting payroll processing.

- Lead the engagement with the partner Shared Service Hub to design and implement common processes and user experience and support Corporate Service analytics team to develop and maintain data model that delivers integrated analytics capability to customers
- Deliver automated data quality checks to ensure data quality is maintained and work collaboratively across Payroll Shared Service teams to ensure data validations are integrated in payroll processing, and exceptions identified in a timely manner
- Lead onboarding of new customer groups including review to ensure specific business requirements are identified and solutions delivered that are consistent with the common solution design, including support for the change management function.
- Deliver functional support to user acceptance testers for all testing of new functionality, including regression testing and ensure appropriate quality assurance practices are in place to ensure system development (both internal and third party) is in line with DPI&E policies, procedures and standards.
- Design, build, test and deliver operational reports that support Payroll Shared Services reporting against customer service level standards and coach other payroll professionals to ensure a high standard of reporting literacy across the team
- Plan and prioritise the Service Improvement and Data Quality team's workload to ensure that future deadlines, such as end of year commitments are met making appropriate recommendations and utilising effective problem-solving techniques and approaches
- Provide an active and positive approach to leadership of the Service Improvement and Data Quality team, including but not limited to using tools such as job rotation, higher duties opportunities, and on-the-job training, in conjunction with relevant supervisors, to develop a flexible, well trained workforce

Key challenges
- Maintaining the integrity of the establishment and payroll data, identify interdependencies and balance competing demands to ensure both project objectives and BAU support levels are achieved.
- Develop broader knowledge of multiple, complex platforms and technologies to enable development of more complex solutions.
- Building and sustaining relationships with a network of key internal and external stakeholders, recognising shared agendas and working towards mutually beneficial outcomes

Key relationships

Who	Why
Internal	
Manager	- Receive guidance and direction, exchange information and advice. - Discuss contentious issues
Staff	- Provide guidance, direction and advice. - Manage, mentor and develop. - Provide day to day performance management and work allocation.
Work team/other staff	- Work collaboratively to contribute to achieving business outcomes. - Foster effective working relationships to facilitate opportunities for engagement, consultation, issue resolution and information sharing.
Client/customer	Provide expert advice and reporting on payroll related data, systems and reporting

Who	Why
External	
Stakeholders	• Negotiate and liaise with a variety of stakeholders to enable the timely delivery of business initiatives.
Shared Service Hub Partner	• Inluence and negotiate to deliver and maintain high quality and common data and process taxonomy

Role dimensions

Decision making

Works within a framework of sector and department priorities, policies, legislative and regulatory frameworks, professional standards, delegations and resource parameters. Within this framework, acts mostly independently and operates with a fair degree of autonomy to implement unit work plans and perform work functions.

Is an authoritative source of advice to client business areas on payroll configuration, solution designs, and data model. Is required to make recommendations based on sound evidence, but at times may be required to use judgement under pressure.

Role is also required to consult with the Director and Manager on a suitable course of action for matters that are sensitive, high-risk or business critical, significant politically, issues outside financial delegation or significantly impact the provision of service and advice.

Reporting line
Manager, Payroll Governance and Establishment

Direct reports

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Budget/Expenditure

TBC

Key knowledge and experience

- Demonstrated extensive knowledge and proven functional skills in SAP HR/Payroll/HCM
- Demonstrated knowledge of project delivery and service management practices
- Demonstrated experience in the data analysis, migration, reporting and quality assurance

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**.

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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	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging	Adept
Relationships	**Work Collaboratively** Collaborate with others and value their contribution	• Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services	Adept
	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

	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for	Adept
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness	Intermediate
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of	Advanced

		services, policies and programs against clear criteria	
Business Enablers	**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
People Management	**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

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	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect	Intermediate

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	Capability	Description	Level
		for diverse backgrounds, experiences and perspectives	
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate
People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate