

Role Description

Senior Payroll Officer



Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	Finance/Finance Operations/Financial Transactional Services
Classification/Grade/Band	Clerk Grade 5/6
Role Number	52013019, 52013021
ANZSCO Code	551311
PCAT Code	1224192
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 support counter terrorism operations and lead urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

Primary purpose of the role

Undertake the administration of payroll and associated processes and systems, including the reconciliation of payroll related information for employees within FRNSW and the facilitation of employee salary payments on a fortnightly basis.

Key accountabilities

- Perform accurate and timely payroll processing and related activities through the employee lifecycle including on-boarding, claims, allowances, timesheets and terminations in accordance with awards, policy and legislation.. Facilitate off-cycle pays as appropriate; and investigate and address bank rejections as they occur
- Examine, validate and audit payroll data to ensure that the payroll processes deliver a correct payroll first time every time; monitoring the accuracy of fortnightly payroll before processing
- Manage salary overpayments and facilitate recovery in accordance with awards and legislation
- Investigate and resolve payroll related and system issues; and produce and analyse payroll reports and statistics to maintain integrity of payroll related data and satisfy internal and external requirements
- Interpret industrial instruments and apply agency specific policies and procedures where required to enable quality client service delivery and provision of accurate advice, displaying and continually maintaining a sound knowledge base within the workplace
- Resolve and respond to difficult and complex enquiries and recommend remedial action or enhancements where systemic issues or improvements are indicated
- Process and review Death & Disability contributions for both the Retained and Permanent for review and final approval by the team leader in accordance with the Crown Employees (NSW Fire Brigades Firefighting Staff Death and Disability) Award
- Contribute to the ongoing development and maintenance of operating procedures, training material and reference guides whilst undertaking coaching and development of other payroll staff to ensure accurate and timely service delivery of payroll

Key challenges

- Ensure 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
- Ensure timely reconciliation of payroll related accounts; and resolve of any anomalies
- Maintain a current knowledge of legislation, changes in superannuation and tax legislation, standards, policies and procedures to ensure the compliance with regulatory requirements

Key relationships

Who	Why
Internal	
FRNSW Staff	<ul style="list-style-type: none">• Assume responsibility for resolving and responding to clients on payroll related enquiries directly referred to payroll; and those escalated by the HR Helpdesk• Provide support to staff and management on payroll matters and liaise with in respect of payroll related, timesheets, miscellaneous vouchers and other claims
Area/Zone Administration Officers and Business Managers	<ul style="list-style-type: none">• Regularly liaise with staff and managers regarding the retained, permanent, administrative and trades payroll matters and collaboration on issue resolution
Recruitment	<ul style="list-style-type: none">• Work closely to allow provision of onboarding and other staff movements through the employee lifecycle.
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.

Reporting line: Manager Payroll

Direct reports: Nil

Budget/Expenditure: As per FRNSW Delegations Manual

Capabilities for the role

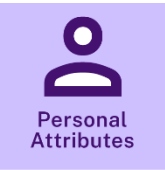



The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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 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.

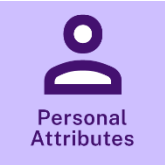



FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
 <p>Personal Attributes</p>	<p>Act with integrity</p> <p>Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> • 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
 <p>Relationships</p>	<p>Influence and Negotiate</p> <p>Gain consensus and commitment from others, and resolve issues and conflicts</p>	<ul style="list-style-type: none"> • Use facts to support claims • Help to find solutions that contribute to positive outcomes • Contribute to resolving differences with other staff or stakeholders • Respond to conflict without worsening the situation and refer to a supervisor where appropriate • Know when to withdraw from a conflict situation 	Foundational
 <p>Results</p>	<p>Think and Solve Problems</p> <p>Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> • 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
 <p>Business Enablers</p>	<p>Finance</p> <p>Understand and apply financial processes to achieve value for money and minimise financial risk</p>	<ul style="list-style-type: none"> • 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

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
	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	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
 Results	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	Intermediate
 Business Enablers	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 planning, coordination and control methods	Foundational