Role Description

Service Delivery and Improvement Partner

Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	Finance/ Finance Operations/ Payroll
Classification/Grade/Band	Clerk Grade 9/10
Role Number	**52020526**
ANZSCO Code	149212
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

Drives the delivery of high-quality customer service and identifies process improvements in partnership with key stakeholders. Ensures compliance with relevant legislation and policies and manages quality assurance of payroll functions.

Key accountabilities

- Develop and analyse service delivery standards against key performance indicators and identify opportunities for improving and enhancing service delivery.
- Work collaboratively with the key stakeholders to analyse, develop and implement efficient new systems and processes to meet changing business requirements.
- Review, improve, educate and coach payroll staff on effective customer service including relationship management with key customers.
- Ensure quality assurance controls and standards are in place and undertake regular reviews to enable continuous improvement.
- Work collaboratively with the management team to analyse, develop and implement efficient new systems and processes to meet changing business requirements.
- Review audit outcomes and implement recommendations to ensure compliance with relevant legislation, standards and government requirements and improve current processes.
- Work with internal and external stakeholders, including outsourced service providers, to efficiently implement and consistently provide new and streamlined services.
- Develop, implement and deliver payroll reporting services, including data preparation and analysis through schedule of periodic and ad hoc reports

Key challenges

- Managing complex business requirements in accordance with legislation and procedures and balancing high volume workloads and potentially challenging demands whilst delivering service enhancements and improvements.
- Maintaining specialist knowledge relevant to the business unit and the service provided.

Key relationships

Who	Why
Internal	
Manager Payroll	• Work closely with, providing updates on payroll related matters that affect the team and FRNSW. • Provide advice on service and process improvements to seek direction on potential enhancements
Reporting Staff	• Provide expert advice and support • Work allocation where needed
Human Resources and Financial Services	• Work closely to facilitate compliant and customer focussed delivery of payroll and related activities. • Partner in the planning delivery of new business initiatives
FRNSW Management and Staff	• Participate in service level and delivery discussions • Provide expert advice on payroll related queries and resolution of complex customer issues
External	
External Auditors	• Provide and analyse information regarding their requirements and implement revised control directions.
External Stakeholders	• Engage and negotiate with a variety of stakeholders on payroll related issues and liaise on the timely delivery of business initiatives.

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
- Must ensure decisions are made within the scope of the role ensuring accuracy of work to withstand scrutiny
- Assist in the assessment of complex legislation and Public Sector Payroll regulations and in provisions, making recommendations to the Manager concerning awards, allowances, taxes, superannuation and other payroll-related matters

Reporting line: Manager Payroll

Direct reports: Nil

Budget/Expenditure: As per FRNSW Delegations Manual

Key knowledge and experience

- Experience analysing, developing and implementing efficient new systems and processes to meet changing business requirements
- Extensive knowledge of payroll functions, procedures, legislation, taxation and superannuation with the ability to understand public sector payroll requirements.
- Experience in system projects from design through to testing and delivery

Essential requirements

- High level knowledge of end-to-end payroll administration, using a Human Resources Information System (HRIS) eg. SAP, success factors etc

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	**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 and encourage the same of others • 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 • Identify and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so	Adept
Relationships	**Influence and Negotiate** Gain consensus and commitment from others, and resolve issues and conflicts	• Use evidenced based facts, knowledge and experience to support recommendations and influence outcomes • Lead and facilitate productive discussions with staff and stakeholders • Contribute and partner to work towards positive and mutually satisfactory outcomes • Identify and resolve differences with other staff or stakeholders • Anticipate and minimise conflict and consider compromise to ensure optimal outcome • Manage challenging relationships with internal and external stakeholders •	Adept
Results	**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 requirements and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need change and ensure the appropriate allocation of resources meets business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for	Adept

Capability group/sets	Capability name	Behavioural Indicators	Level
Business Enablers	**Finance** Understand and apply financial processes to achieve value for money and minimise financial risk	• 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	Intermediate
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	Adept
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
	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 project planning, coordination and control methods	Intermediate