Role Description
Payroll Service Officer

Role Description Fields	Details
Department/Agency	Department of Customer Service
Division/Branch/Unit	Government Shared Services
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	551311
OSCA Code	541331
PCAT Code	1224149
Role Family/Function/Type	Finance/Payroll
Date of Approval	June 2026
Agency website	www.customerservice.nsw.gov.au

Primary purpose of the role

Provide high-level payroll services and expertise to ensure compliance with awards, taxation, legislation, and audit requirements, supporting the achievement of payroll deadlines and objectives. Where applicable, lead and guide team members to deliver efficient and accurate payroll services.

Key accountabilities

- Role model and assist in creating positive customer experience by providing accurate payroll services, support, and advice.
- Recruit, induct, or guide team members to ensure strong customer experience and performance, using meetings, performance/development plans, training, and advising on resource needs.
- Follow policies and procedures and use the knowledge base, escalating complex issues to local experts when required.
- Oversee workflow and allocate tasks, where applicable, while providing guidance, on-the-job training, quality control, checking, and feedback.
- Provide service support and advice on complex inquiries, interpreting employment conditions, legislation, awards, policies, and procedures to ensure compliance and accurate processing of entitlements.
- Maintain knowledge of payroll systems and organisational structures to deliver accurate and timely processing.
- Lead payroll staff, where applicable, to ensure efficient functioning of the payroll unit and delivery of fortnightly payroll services.
- Identify issues and opportunities for new ways of working to enhance payroll service delivery and report new or increased risks promptly to ensure compliance with legislation and service provider accountabilities.

Key challenges

- Maintaining and sharing current knowledge of awards and entitlements to ensure consistent application and accurate calculations.
- Balancing multiple requests and tasks while meeting competing deadlines in a high-volume, fluctuating environment.

- Engaging with internal and external stakeholders to understand needs and deliver suitable payroll outcomes.

Key relationships

Internal

Who	Why
Manager	• Report directly to Line manager • Seek direction, advice and support • Provide information and feedback
Work team	• Provide information and advice • Provide an effective and valuable two-way liaison
Customers/Stakeholder	• Respond to queries where possible, or redirect relevant party for view and resolution • Contribute to client-focused approach to service provision • Maintain employee data to ensure accurate payment of salary and wages
Other GSS divisions	• Liaise to ensure the provision of timely and accurate advice when requested • Develop and maintain effective working relationships • Negotiate/agree on timeframes

External

Who	Why
Other Government Agencies	• Respond to queries where possible, or redirect relevant party for view and resolution • Contribute to client-focused approach to service provision

Role dimensions

Decision making

This role has autonomy and makes decisions under their direct control as directed by their Team Leader/Manager and refers to the team Leader/Manager decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Manager

Direct reports

This role may have direct reports

Budget/Expenditure

As per the Customer Service Delegations

Key knowledge and experience

- Experience using a complex employment framework including demonstrated experience interpreting legislation, statutory instruments, awards, policies and guidelines

- Technical expertise in a specialist area of payroll processing such as; appointments, leave and allowances and terminations, workers compensation, PSSE employment, salary sacrifice and superannuation

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
	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent your organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Promote a workplace culture that values high ethical standards and behaviour • Act to prevent and report misconduct and inappropriate behaviour • Put strategies in place to manage and monitor conflicts of interest • Ensure that others are aware of and understand the legislation and policy framework within which they operate	Adept
	**Communicate Effectively** Communicate clearly, pay attention to others and respond with understanding and respect	• Focus on key points and use clear, concise and inclusive language • Clearly explain and present ideas and arguments • Pay attention and ask appropriate and respectful questions to understand others' point of view • Promote the use of inclusive language and help others to adjust their language where necessary • Seek feedback about your communication style and adapt where necessary • Write in a way that is well structured and easy to follow • Clearly communicate routine technical information	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
 Relationships	**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 your organisation • Demonstrate a thorough knowledge of the available services and share relevant information with customers • Identify and respond quickly to customer needs • Consider different customer needs and experiences when developing solutions to meet needs • Resolve complex customer issues • Cooperate across work areas to improve outcomes for customers	Intermediate
 Results	**Deliver Results** Achieve results by using resources efficiently and committing to quality outcomes	• Seek and apply specialist advice when needed • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver your own work and that of the team or business unit • Contribute to assigning responsibilities and resources to ensure the team or business unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate
 Results	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Understand a problem or explore an opportunity by finding data that is relevant, trustworthy and high quality • Research and analyse information to make recommendations based on relevant evidence • Identify and find appropriate solutions for issues that may stop people from completing their tasks • Be willing to seek others' input and share your ideas to achieve best outcomes • Come up with ideas and identify ways to improve systems and processes to meet organisational and customer needs	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
	**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 • Use records, information and knowledge management systems effectively • Support system improvement initiatives and new technology when it is deployed • Identify where technology or automation supports tasks, and raise issues when applications may be inappropriate or inaccurate	Intermediate
	**Manage and Develop People (if applicable)** Engage with and motivate staff, and develop their capability and potential	• Collaborate with your team 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 feedback that people can act on • Identify and act on opportunities to coach and mentor others • Recognise performance issues that need to be dealt with and work promptly to resolve them • Effectively support and manage team members who are working flexibly and in different locations • Create a safe environment that considers and respects team members' individual differences, backgrounds and cultures • Reflect on feedback about your management style and potential areas where you can 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.

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	Select Level
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Select Level

Capability group/sets	Capability name	Description	Level
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
	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	Intermediate
	Project Management	Understand and apply effective project planning, coordination and control methods	Foundational
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational

Occupation specific capability set

Capability group/sets	Capability name	Description	Level
	Employee Services	Deliver customer focused human resources services to optimise the employment life-cycle experience at an individual and organisational level	Level 1