

POSITION DESCRIPTION

HSNSW – Operations - ES – Senior Employee Services Officer

	IRE values Respect Empowerment	
Organisation	NSW Health	
Local Health District / Agency	HealthShare NSW	
Position Classification	Admin Off Lvl 6	
State Award	Health Employees Administrative Staff (State) Award	
Category	Finance and Audit Payroll Payroll Officer	
Website	www.healthshare.nsw.gov.au	

PRIMARY PURPOSE

The Senior Employee Services Officer is expected to operate with an appropriate degree of autonomy in managing day-to-day work priorities and to support the delivery of services by processing recruitment, employment, and payroll-related transactions. The role provides high-level expertise and advice in accordance with NSW Health legislation, policies, and procedures, and contributes to the timely and accurate delivery of services in support of the Employee Services team's operational deadlines and objectives.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

ESSENTIAL CRITERIA

- Experience working in a transactional, payroll or recruitment environment using a large scale Human Resources Information System (HRIS) and Recruitment systems.
- Demonstrated ability to operate effectively in a fast-paced and highly demanding environment, managing concurrent activities, balancing competing priorities, and meeting strict service delivery deadlines.
- Proven capability to engage and collaborate with stakeholders and customers, delivering high-quality customer service and resolving issues in a timely and effective manner.
- Demonstrated technical expertise; including the ability to analyse and interpret information from multiple sources, apply industrial instruments and employment or payroll policies, and clearly communicate technical advice to others.
- Strong organisational, administrative, and analytical skills, with a high level of attention to detail, the ability to manage multiple priorities, meet strict deadlines, and maintain confidentiality.

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KEY ACCOUNTABILITIES

- Assist the Team Leader in promoting and championing change and act as a role model within the team to assist in creating a positive team culture and customer experience. This can also involve Customer engagement to assist with payroll/recruitment policies and procedures.
- Instil a culture of empowerment and ownership, whereby team members take responsibility to ensure the integrity and accuracy of data and other information entered into NSW Health systems, compliance with policy and awards, proactive data management through the review and/or management of all audit reports, and implementing corrective action where required.
- Monitor the work flow and key performance indicators of the team to ensure efficient and effective day-today operation.
- Review and process payroll/recruitment related documentation and transactions to ensure data is accurate, completed within defined timeframes and any anomalies are investigated and corrected. This can also involve resolving complex inquires and requests.
- Take initiative in improving operational procedures, contingency plans and enhancements to provide quality services for best value that meet our customer needs through innovation and continuous improvement.
- Provide support and develop team members' skills and capability including providing training, mentoring, advice on Payroll/Recruitment Services pertaining to processing, award Interpretation and payroll or recruitment procedural issues.

KEY CHALLENGES

- Balancing multiple work tasks and deadlines in an environment with fluctuating demands.
- Engage and uphold HealthShare NSW's values, customer promises and the expected behaviours.
- Exercise sound judgement and discretion in dealing with sensitive and contentious issues

KEY RELATIONSHIPS	
Who	Why
Manager	Escalate issues and provide updates to meet team dead lines
Work Team	Inspire and motivate team, provide direction and mentoring
Clients/customers	Engage with clients to achieve desired outcomes and manage expectations and resolve issue
Ministry of Health	Engage and work collaboratively to manage expectations, resolve issues and achieve desired outcomes.

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OTHER REQUIREMENTS

The role and the responsibilities are to be carried out in a manner that is consistent with delegations, policies, procedures and operations systems of HealthShare NSW and in line with NSW Health Code of Conduct. The following specific requirements should be noted:

Workplace Culture

At HealthShare NSW we strive for a positive and constructive workplace culture to help our people work at their best and deliver improved outcomes for our customers. We are goal-focused, open minded, encouraging of others and we work together to achieve our objectives. We put people first and prioritise connecting with those around us. We model the NSW CORE Values. Attitudes and behaviours are consistent with those values and the expectations of conduct set out in the NSW Health Code of Conduct.

Finance and Assets

Manage allocated finance and resources efficiently and effectively in accordance with the HealthShare NSW Delegations Manual (and supporting corporate policies and documentation). This may include, but not limited to, management of an allocated budget, assets and stores, corporate records, intellectual property and personnel records.

Fraud and Corruption

Ensure there are effective and sustained controls to prevent, detect and respond to fraud and corruption.

Risk Management

Participate in business risk planning and risk assessments. Understand and abide by the organisation's risk policies, developing an understanding of the operational and risk management context, managing risk accordingly.

Work, Health and Safety

HealthShare NSW strives for continuous improvement in the health, safety and wellbeing of our staff, visitors and contractors. We focus on safety excellence and a safe culture by ensuring our Safety Management System is robust, demonstrating visible safety leadership at all levels, and actively partnering with our staff in safety and wellbeing initiatives. Our safety goal is to live our safety message everyday – *Think Safe Work Safe Live Safe*. Staff are expected to comply with all policies and procedures relating to safety, and actively participate in health and wellbeing initiatives.

Workplace Diversity

Comply with and participate in the organisation's workplace diversity policies and procedures.

Travel (if relevant)

Capacity and willingness to travel to HealthShare NSW business and service locations throughout NSW which may include overnight stay in regional / remote areas.

Rostering Management (if relevant)

Ensure data quality, integrity, policy and Award compliance is maintained in day to day rostering.

Training

Comply with and participate in the organisation's training programs and policies, including participation in mandatory training.

Performance Review

A performance assessment will be conducted within three (3) months following commencement of employment. At least every twelve (12) months, a performance review will be undertaken.

Food Safety & Quality (if relevant)

Providing patients with quality meals that are safe, nutritious and meets their needs. This includes complying with all food safety legislation, policies, procedures and safe work practices

CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](#).


Capability Summary

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Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	Display Resilience and Courage	Intermediate
		Foundational
	Act with Integrity	
	Manage Self	Intermediate
	Value Diversity and Inclusion	Foundational
	Communicate Effectively	Intermediate
		Intermediate
	Commit to Customer Service	
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
	Deliver Results	Intermediate
		Foundational
	Plan and Prioritise	
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
	Finance	Foundational
		Intermediate
	Technology	
	Procurement and Contract Management	Foundational
	Project Management	Foundational

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
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Personal Attributes Display Resilience and Courage	Intermediate	<ul style="list-style-type: none">• Be flexible and adaptable and respond quickly when situations change• Offer own opinion and raise challenging issues• Listen when ideas are challenged and respond appropriately• Work through challenges• Remain calm and focused in challenging situations
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none">• Adapt existing skills to new situations• Show commitment to achieving work goals• Show awareness of own strengths and areas for growth, and develop and apply new skills• Seek feedback from colleagues and stakeholders• Stay motivated when tasks become difficult
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none">• 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
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none">• Build a supportive and cooperative team environment• Share information and learning across teams• Acknowledge outcomes that were achieved by effective collaboration• Engage other teams and units to share information and jointly solve issues and problems• Support others in challenging situations• Use collaboration tools, including digital technologies, to work with others

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Results Think and Solve Problems	Intermediate	<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
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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		best outcomes <ul style="list-style-type: none"> Generate ideas and identify ways to improve systems and processes to meet user needs

Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> 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
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Job Demands for: HSNSW - ES – Senior Payroll Services Officer

Physical Demands	
<p>Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/hazardous materials</p> <p>Infrequent</p>	<p>Sitting - remaining in a seated position to perform tasks</p> <p>Constant</p>
<p>Standing - remaining standing without moving about to perform tasks</p> <p>Occasional</p>	<p>Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Occasional</p>
<p>Running - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Not Applicable</p>	<p>Bend/Lean Forward from Waist - forward bending from the waist to perform tasks</p> <p>Infrequent</p>
<p>Trunk Twisting - turning from the waist while sitting or standing to perform tasks</p> <p>Infrequent</p>	<p>Kneeling - remaining in a kneeling posture to perform tasks</p> <p>Not Applicable</p>
<p>Squatting/Crouching - adopting a squatting or crouching posture to perform tasks</p> <p>Not Applicable</p>	<p>Leg/Foot Movement - use of leg and/or foot to operate machinery</p> <p>Not Applicable</p>
<p>Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps</p> <p>Not Applicable</p>	<p>Lifting/Carrying - light lifting and carrying (0 to 9 kg)</p> <p>Infrequent</p>
<p>Lifting/Carrying - moderate lifting and carrying (10 to 15 kg)</p> <p>Not Applicable</p>	<p>Lifting/Carrying - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>

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<p>Reaching - arms fully extended forward or raised above shoulder</p>	<p>Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body</p>
<p>Infrequent</p>	<p>Not Applicable</p>
<p>Head/Neck Postures - holding head in a position other than neutral (facing forward)</p>	<p>Hand and Arm Movements - repetitive movements of hands and arms</p>
<p>Infrequent</p>	<p>Frequent</p>
<p>Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands</p>	<p>Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work</p>
<p>Occasional</p>	<p>Not Applicable</p>
<p>Driving - Operating any motor powered vehicle</p>	
<p>Occasional</p>	
<p>Sensory Demands</p>	
<p>Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p>	<p>Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p>
<p>Constant</p>	<p>Frequent</p>
<p>Smell - use of smell is an integral part of work performance (e.g. working with chemicals)</p>	<p>Taste - use of taste is an integral part of work performance (e.g. food preparation)</p>
<p>Not Applicable</p>	<p>Not Applicable</p>
<p>Touch - use of touch is an integral part of work performance</p>	
<p>Not Applicable</p>	
<p>Psychosocial Demands</p>	
<p>Distressed People - e.g. emergency or grief situations</p>	<p>Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness</p>

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Not Applicable	Not Applicable
Unpredictable People - e.g. dementia, mental illness, head injuries	Restraining - involvement in physical containment of patients/clients
Not Applicable	Not Applicable
Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies	
Not Applicable	
Environmental Demands	
Dust - exposure to atmospheric dust	Gases - working with explosive or flammable gases requiring precautionary measures
Not Applicable	Not Applicable
Fumes - exposure to noxious or toxic fumes	Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE
Not Applicable	Not Applicable
Hazardous Substances - e.g. dry chemicals, glues	Noise - environmental/background noise necessitates people raise their voice to be heard
Not Applicable	Infrequent
Inadequate Lighting - risk of trips, falls or eyestrain	Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight
Infrequent	Not Applicable
Extreme Temperatures - environmental temperatures are less than 15°C or more than 35°C	Confined Spaces - areas where only one egress (escape route) exists
Not Applicable	Not Applicable
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls

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Not Applicable	Not Applicable
Working At Heights - ladders/stepladders/scaffolding are required to perform tasks	Biological Hazards - exposure to body fluids, bacteria, infectious diseases
Not Applicable	Not Applicable