



Role Statement

Role title	Senior Technical Advisor	Classification	ASO5
Branch	Shared Services SA	Type of Appointment	Ongoing & Term
Section	Payroll Services	Position Number	Multiple
Approved by	Executive Director, SSSA	Date	February 2025

Department of Treasury and Finance

The Department of Treasury and Finance is the lead agency for economic, digital and financial policy outcomes.

We play a vital role in providing financial services to the community and economic and fiscal policy advice as well as digital services to the Government of South Australia.

The Department of Treasury and Finance actively promotes flexible working arrangements and values diversity in the workplace.

Our Purpose

We are *the Government's trusted fiscal, economic, digital and policy advisor*.
We work to ensure *South Australia is a thriving, prosperous State now and in the future*.

Who we are



Talented, Clear Eyed and Curious

We are analytical, evidence based, innovative and creative.



High Performing

We are known for achieving successful and timely outcomes.



Trusted Partner

We work better together. We lead, partner, and collaborate to help solve the big challenges.



Agile

We organise around opportunities critical to our state and are flexible in responding to challenges.



Fulfilled and Fun

We take the work seriously and ourselves less so - we support each other in the pursuit of excellence and make Treasury a great place to work.

What we are known for

A world class Treasury and Finance.
A high performing agency that seizes opportunities, addresses the big challenges, and is a destination employer providing rewarding careers.

Branch/Section

Shared Services SA (SSSA) strives to deliver high-quality financial, payroll and work injury services to our customers. We care about providing timely, accurate and contemporary services, so government agencies can focus on delivering for the South Australian community.

What this role is responsible for

The Senior Technical Advisor role plays a pivotal role in early engagement with complex queries by assessing their needs and identifying solutions for remediation, including complaints and escalations. The role will assist the Operational Team Leader in day-to-day operations, including administrative activities involved with managing a service delivery team, including:

- Coordinate and manage the triage, investigation and provision of responses to complex customer enquiries.
 - Undertake complex calculations to resolve cases relating to payroll under/over payments, leave adjustments, workers compensation, taxation, superannuation and other related matters.
 - Provide expert advice and assist in managing the end-to-end remediation of customer complaints, Ombudsman referrals, Ministerial Correspondence and Freedom of Information requests, ensuring that sufficient information has been provided to fully understand the matter.
 - Address customer concerns, investigate case details and interpret applicable industrial provisions to identify resolution strategies that meet the needs of the customer and achieve compliance with relevant legislation, policies and procedures.
 - Build and maintain relationships with a diverse range of clients across the public sector, including providing clear and effective forms of communication.
 - Assist the Operational Team Leader in a range of activities for the day-to-day running of an operational team including reporting, resource management and work allocation.
 - Provide regular feedback, coaching, and education to colleagues regarding effective complaint management strategies.
 - Analyse relevant complaints and trending escalation topics to drive continuous improvements and address any service delivery challenges.
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Who this role reports to

- Operational Team Leader
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Key Relationships/Stakeholders

- Assistant Payroll Manager
 - Payroll Manager
 - Subject matter experts both internal and external to SSSA
 - Key contacts in the client agencies across the public sector
 - Third party organisations including unions, superannuation funds, and salary sacrifice providers.
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Special Conditions

- Applicants will be required to undergo the appropriate and relevant employment screening assessment(s) required for this role in line with the department's Employment Screening Policy.
- This role requires:

- National Police Check
 - General Employment Probity Check
 - Working with Children Check
 - Security Clearance (including Baseline, Negative Vetting Level 1 or Level 2, Positive Vetting)
 - Other: SAPOL
 - Some out of hours work may be required. Intrastate and interstate travel may be required.
 - The incumbent will be required to participate in the Departmental Performance Management Program.
 - The incumbent may be required to be assigned to other positions at the same remuneration level across the department.
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Essential Expertise

- Demonstrated experience in a large and complex payroll environment and interpreting a diverse range of industrial entitlements to calculate payments and leave entitlements in line with policies and procedures.
- Experience working in a service delivery team in a senior role assisting leadership with successful operations.
- Demonstrated customer service experience with a focus on handling complaints.
- Strong communication and respectful interpersonal skills to engage professionally with people in conflict situations.
- Effective listening skills with the ability to influence others and negotiate mutually agreeable outcomes.
- Proven ability to analyse data, propose solutions, and present recommendations to customers and managers, both verbally and in writing.
- Ability to synthesise high volumes of information and communicate complex concepts to stakeholders in a clear and concise manner.
- Proven success working flexibly and maintaining personal resilience in a fluid environment with frequently changing priorities.
- A commitment to leading a culture of customer service excellence and continuous improvement.
- Demonstrated experience in the application of the relevant legislation, policies and procedures, including Code of Ethics, EEO and cultural inclusion.
- An understanding of the legislative requirements of the *Work Health and Safety Act 2012*.
- An understanding of and ability to work/manage to the spirit and principles of AS ISO 31000:2018 Risk management – Guidelines.

Desirable Expertise

- Demonstrated knowledge and experience of the legislative, enterprise agreement, and human resource management policy landscape in the SA Public Sector is highly desirable.