

Job title: Payroll Officer	
Classification: Band 5	Effective Date: March 2026
Reports to: Coordinator Payroll	Tenure: Fixed term Full time

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

This position implements organisational policies and procedures to administer payroll ensuring the timely and accurate processing of all payments and entitlements.

Key Responsibilities

Position Specific Responsibilities

Payroll Service Delivery

End to end payroll processing, including undertaking data entry and payroll production.

Timely and quality customer service, including responses to people manager and employee queries.

Provide advice and support to people managers on payroll policy and procedural queries and issues.

Solve technical based problems relating Payroll service delivery, which may be complex on occasion.

Exercise absolute integrity in respect of confidential matters and to ensure that procedures and policies for ensuring security and confidentiality of information are always maintained.

Payroll Processing

Assist in the accurate processing of salary packages and terminations in accordance with relevant awards, agreements and taxation requirements.

Administer employee entitlements.

Ensure accurate and timely payment of deductions.

Interpret all aspects of Agreements, regulations and legislation on payroll related matters and apply for effective processing of Payroll.

Data management and reporting

Maintain all relevant payroll records including annual leave, long service leave, sick leave, parental leave and other benefits and conditions in accordance with guidelines.

Conduct periodic and exception reporting relating to Payroll service delivery, compliance and regulatory requirements.

Systems and support

Update Payroll system, and Oracle where required, to established workflows in a timely manner to ensure quality service delivery and accurate data and records.

Provide support to the Coordinator P&C Support Centre in relation to Payroll service delivery.

Undertake projects and other duties as requested for applicable payroll deliverables.

Corporate Responsibilities

Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.

Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.

Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.

Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.

Accountability and Extent of Authority

Budget:

Nil

Staff responsibility:

Nil

Key Relationships

The position will liaise with leaders, employees and service providers at all levels of the organisation.

The position is required to interact with various external contacts, including other councils, external partners and providers (e.g. Vision Super), regulatory bodies (e.g. ATO, Centrelink, ABS) and financial institutions on payroll related matters.

Judgement and Decision Making

The freedom to act is governed by clear policies, processes and applicable system practices.

Exercise judgment and solve problems, using procedures and/or applying knowledge required through relevant experience or drawing on technical knowledge. On occasion, problems may be complex and relate to situations not previously encountered.

Guidance and advice is usually available within the time required to make a choice.

Decisions and actions are always subject to review by more senior staff.

Specialist Knowledge and Skills

Technology

- Sound working knowledge of computerised payroll systems processing.
- Advanced skills in Microsoft Office applications.
- Working knowledge of PayGlobal or Oracle is desirable.

Other Technical Skills

- Understanding of applicable aspects of tax, superannuation and employee entitlements.
- Familiarity with Local Government industrial instruments and regulations is desirable.
- Fast and accurate data entry required.
- Ability to prepare reports and other documents.

Certificates/Licences

- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.
- Working with Children Check.

Qualifications and Experience

- Substantial experience in Payroll operations in a medium-sized organisation.
- Applied knowledge of payroll policies, process and systems.
- Experience explaining routine payroll concepts to employees (e.g. leave entitlements, pay composition, tax).
- Fast and accurate data entry.
- Ability to maintain confidentiality and work with sensitive information.

Interpersonal Skills

- Excellent communication and interpersonal skills so as to provide assistance to people managers and employees in the explanation of payroll concepts. (e.g. leave entitlements, pay composition, tax).
- Cooperate with and assist people managers and employees in the administration of well-defined payroll activities.
- Problem-solving skills applying sound judgement and discretion, with assistance from more senior staff
- High self-awareness and capacity to build trust and gain the confidence of others.
- A personal style that models integrity, equity, fairness and transparency.

- Proven ability to manage a workload, including prioritisation skills to ensure specific and set objectives are achieved.
- Sound presentation skills to enable the clear communication of information, including report writing skills.

Management Skills

Leadership/management:

- An understanding of the long term goals of the P&C Support Centre with an appreciation of the goals of the wider organisation
- Contributes to the overall performance of the P&C Support Centre, ensuring that objectives and goals are met.

Other attributes (desirable)

- Knowledge of local government operations and applicable legal and regulatory requirements an advantage.

Notes and Comments

- The incumbent may be required to work from different locations within the municipality
- The incumbent may be required to attend out of hours work meetings.

Key Selection Criteria

- Substantial experience in Payroll operations in a medium-sized organisation.
- Sound working knowledge of computerised payroll systems processing.
- Applied knowledge of payroll policies, process and systems.
- Proven ability to explain routine payroll concepts (e.g. leave entitlements, pay composition, tax) to employees to resolve payroll issues.
- Excellent interpersonal skills with demonstrated customer service focus and skills.
- High attention to detail, accuracy skills and timeliness in meeting deadlines.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.			
Hand/Arm Movement Tasks involve use of hand/arms			
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.			
Standing Tasks involve standing in an upright position			
Reaching Tasks involve reaching above head, and above and equal to shoulder height			
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects			
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another			

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body			
Keyboard Duties Tasks involve sitting at workstation and using computer.			
Satisfactory Vision Standard of vision required equal to that required for driver's licence			

Any other relevant comments: