

Job title: Payroll Specialist	
Classification: Band 7	Effective Date: September 2025
Reports to: Manager	Tenure: Permanent

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 to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

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

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

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 is responsible for leading Council's payroll function to ensure the delivery of accurate, timely, and compliant payroll services. The role provides strategic oversight of payroll policies, procedures, and systems, driving continuous improvement and strong governance. It includes high-level administration and technical support of the HR/Payroll system, training and capability building for system users, and the development and maintenance of payroll systems and frameworks to support operational excellence and a positive employee experience.

Key Responsibilities

Position Specific Responsibilities

- Lead, coach, and support the payroll team, setting priorities, monitoring performance, and fostering a culture of accountability, development, and collaboration.
- Provide strong leadership and build effective partnerships with internal and external stakeholders to ensure high-quality payroll service delivery.
- Oversee accurate and timely payroll processing for all employees, including terminations, redundancies, entitlements, and superannuation contributions in line with legislative requirements.
- Ensure compliance with all taxation, superannuation, and salary packaging obligations.
- Deliver payroll management reporting and insights, including leave, costing, statistical, and trend analysis to support decision-making.
- Undertake payroll audits and reconciliations to maintain compliance, accuracy, and governance.
- Oversee the provision of responsive and professional payroll customer service.
- Review, implement, and continuously improve payroll systems, policies, procedures, and processes to ensure efficiency, compliance, and a positive employee experience.
- Provide expert advice on award and legislation interpretation.
- Lead payroll-related projects and contribute to broader HR initiatives as required.

Corporate Responsibilities

- Ensure adherence to Council's corporate policies, procedures, the current Collective Agreement, and all relevant legislation.
- Identify, manage, and report risks within the team, ensuring staff are trained and work in a safe environment.
- Apply sound financial management practices, including responsible use of budgets, assets, and equipment.
- Lead, supervise, and support staff to achieve team KPIs and contribute to Council's strategic priorities.

- Drive continuous improvement in policies and procedures within areas of responsibility.
- 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

Staff responsibility: 2 Officers.

- Make operational decisions on Payroll issues and manage the Payroll function
- In consultation with People & Culture, make policy and procedure decisions in relation to the Payroll function that may have a substantial impact on the organisation.
- Develop & maintain the payroll system ensuring strict security is maintained and financial internal controls to ensure the completeness, accuracy, and security of payroll information

Judgement and Decision Making

- Provide advice and support to management on Payroll policy and procedural issues
- Undertake responsibility for ensuring proper performance of Council's payroll system
- Assist with Financial year End procedures including development of the salaries budget, payroll reconciliations and external audit requirements
- Ensure payroll management reports are produced and distributed to Management with relevant pay run e.g., leave and costing reports

Specialist Knowledge and Skills

- Strong understanding of all aspects of superannuation and tax.
- Familiarity with Local Government Awards and regulations is required.
- Knowledge of financial and accounting systems an advantage.
- Fast and accurate data entry required.
- Facilitate provision of technical advice, support & training in Payglobal or similar payroll system.
- Sound knowledge of year-end financial processes and an awareness of audit requirements.
- Assist with Financial year End procedures including development of the salaries budget, payroll reconciliations and external audit requirements
- Develop & maintain the payroll system ensuring strict security is maintained and financial internal controls to ensure the completeness, accuracy, and security of payroll information
- Strong reconciliation skills

Key Relationships and Interpersonal Skills

- **Internal Liaisons** Liaise with all employees up to and including the Chief Executive Officer. This role has close interaction with Director Corporate Services, staff of P&C Department and Finance Department(s).
- **External Liaisons** Maintain professional relations with external bodies such as ABS, Vision Super, ATO, and IT system suppliers (Payroll systems), Vehicle leasing providers, support staff, consultants and auditors

Qualifications and Experience

Qualifications/Certificates/Licences and Experience

- Tertiary qualifications in Payroll, Finance or related discipline is desirable.
- Significant experience in administering Payroll in a medium-sized organisation.
- Payroll systems/implementation experience desirable

Technology

- Strong skills in Payglobal or Human Force is desirable
- High level of computer skills to enable the provision of reports, statistical data, and comparative information. Competency in MS Word and Excel are required.

Interpersonal

- Strong customer service and negotiation skills required.
- Strong communication skills to facilitate discussion of system issues and resolution of problems, combined with the ability to mediate, influence and convince others.
- The ability to resolve and handle conflict and to support the achievement of team objectives before individual goals.

Management Skills

- Proven ability to lead, develop, and support employees to achieve individual and team objectives.
- Strong skills in performance monitoring, providing feedback, and ensuring quality and timely delivery of team outputs.
- Ability to identify and support training and development needs, including staff training plans.
- Demonstrated experience in policy development and strategic planning.
- Strong skills in time management, priority setting, and delegation to ensure effective workflow management.
- Ability to resolve conflicts constructively and maintain positive working relationships.
- Knowledge of and commitment to Equal Opportunity, contemporary HR practices, and Occupational Health and Safety obligations.
- Demonstrated ability to manage complex tasks and competing priorities in a dynamic environment.

Key Selection Criteria

- Tertiary qualifications in Payroll, Finance, Human Resources, or a related discipline (desirable).
- Extensive experience managing and administering payroll in a medium to large organisation, with a strong focus on compliance, governance, and audit requirements.
- Strong customer service, communication, and negotiation skills, with the ability to build effective relationships across all levels of the organisation.
- Demonstrated experience in HR/Payroll system administration and reporting, with strong technical skills in Microsoft Office and payroll systems.
- Proven leadership skills, including the ability to guide, mentor, and support team members to achieve high performance and continuous improvement.

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	Extensive use of keyboard and lap top for meetings and work requirements	High Use	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	May be required during course of day when referring to additional documentation	Medium Use	
Standing Tasks involve standing in an upright position			
Reaching Tasks involve reaching above head, and above and equal to shoulder height	May be required during course of day when referring to additional documentation	Minimal Use	
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	May be required to collect files		
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body			

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Keyboard Duties Tasks involve sitting at workstation and using computer.	Extensive use of keyboard and lap top for meetings and work requirements		
Satisfactory Vision Standard of vision required equal to that required for driver's licence			

Any other relevant comments: