



WHITEHORSE CITY COUNCIL

Position description

Job title: Senior Payroll Officer	
Classification: Band 7	Effective Date: November 2024
Reports to: Coordinator Payroll Coordinator	Tenure: Fixed Term

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 provides timely, accurate and informed advice and services relating to Payroll Operations service delivery, informs and effectively implements organisational policies and procedures to administer payroll ensuring the timely and accurate processing of all payments and entitlements.

This role also acts as an escalation point for resolving complex queries, provides guidance to Payroll Officers and other Officers as relevant.

Through strong partnership with P&C Operations and Finance teams, the role proactively contributes to developing, iterating and administering fit for purpose, future focused payroll policy/ procedure, process and systems.

Key Responsibilities

Position Specific Responsibilities

Payroll Service Delivery

Effectively administer end to end payroll processing, including review and interpretation of payroll related information to ensure accurate, data entry.

Lead high levels of responsiveness and timely and quality customer service, including responses to people manager and employee queries.

Provide advice and support to people managers and P&C Business Partners on payroll policy and procedural queries and issues.

Provide specialist advice and guidance on payroll related regulations and systems.

Problem-solve complex payroll issues and constructively liaise with relevant Council officers and internal or external stakeholders for resolution.

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

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

Ensure due transfer of data from external payroll systems and verification of the data, and completion of the payroll.

Process payments of long service leave entitlements for employees transferring to other eligible authorities and recoup long service leave transfers from other eligible authorities in accordance with relevant regulations.

Ensure accurate and timely payment of deductions.

Manage Parental Leave payments, calculations and liaise with employees.

Interpret all aspects of multiple Awards, industrial instrument, regulations and legislation on payroll related matters and apply for effective processing of Payroll.

Complete necessary documentation arising from payroll information requests, including insurance claims and other external agencies.

Provide support with processing Month End and Year End functions associated with payroll.

Data management and reporting

In collaboration with key stakeholders across People and Culture and wider organisation, advise and maintain all relevant payroll records including annual leave, long service leave, sick leave, parental leave and other benefits and conditions to manage Council's compliance with industrial instrument, regulations and legislation and policies, ensuring continuous improvement.

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

Compile and analyse ad hoc reports for managers as required.

Analyse payroll upload data to ensure integrity and identify areas of risk.

Organise the compilation of statistics and reports for analysis and reporting purposes.

Lead and embed policy and compliance

In collaboration with P&C Operations and Business Partners, lead and enable engagement and take up in Payroll Operations policies, procedures and systems for employees to ensure they are embedded in day to day practice.

Make a significant contribution to payroll related services and practices ensuring efficient delivery, quality service and continuous improvement.

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

As Subject Matter Expert of Payroll Systems, lead, advise and guide leader, employee, volunteer and Superuser users in their application of the systems. Inform and implement continuous improvement, changes or modifications in Payroll process and systems to ensure they are fit for purpose and drive efficiencies.

Conduct training of employees, managers and other relevant parties in Payroll processes and system and external rostering systems under Payroll remit.

Provide support to Coordinator P&C Support Centre in relation to Payroll service delivery, policies, processes and system.

Undertake projects and other duties as requested for applicable payroll deliverables. In collaboration with key stakeholders across People and Culture and wider organisation, advise and implement strategies to manage Council's compliance with all applicable Legislation, Regulations and Codes of Practice, ensuring continuous improvement

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:

In conjunction with the Coordinator, prepare, and manage the Payroll Operations budget.

Staff responsibility:

Nil

Key Relationships

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

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 objectives, policies and budgets with a regular reporting mechanism in place. .
- Exercise judgment and solve complex problems, using specialist payroll knowledge and techniques. Problems may be complex and relate to situations not previously encountered.
- Make decisions independently and take an innovative, continuous improvement approach.
- Decisions made / actions taken may have a significant effect on payroll service delivery under their lead.
- Exercise loyalty, judgment and discretion regarding confidential issues.

Specialist Knowledge and Skills

Technology

- Established depth of knowledge administering and continuously improving computerised payroll systems.
- Advanced skills in Microsoft Office applications.
- Working knowledge of PayGlobal or Oracle HCM is desirable.

Other Technical Skills

- Specialist knowledge of contemporary payroll operations issues to resolve problems and develop procedural practice and systems ensuring timely and accurate delivery of payroll services.
- Depth of understanding across tax, superannuation and employee entitlements.
- Established understanding of industrial instruments, legislation and regulations is essential.
- Ability to undertake research and analysis in contributing to metrics and reporting to achieve long term goals within a broad organisation-wide framework.
- Fast and accurate data entry and system processing is required.
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- Established understanding of the principles and practices of delivering payroll operations in a contemporary workplace.
- Ability to undertake research and analysis in contributing to developing policies, strategies, HSW metrics and programs to achieve long term goals within a broad organisation-wide framework.
- An understanding of the long-term goals of the organisation and the legal and political context in which it operates.

Certificates/Licences

- Satisfactory Criminal History Check.
- Working with Children Check.

Qualifications and Experience

- Tertiary qualification in a related discipline or an equivalent combination of training (e.g. finance, accounting, HR) and workplace experience in payroll operations.
- Substantial experience and established proficiency in Payroll operations in a medium-sized organisation.
- Breadth of applied knowledge of computerised payroll systems processing.
- Extensive demonstrated experience informing, iterating, and implementing effective payroll policies, procedural practice and systems.
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- Deep working knowledge and application of payroll compliance to relevant legislation, regulation, industrial instruments and awards.
- Substantial and proven experience in advising and supporting managers and employees in explanation of payroll concepts (e.g. leave entitlements, pay composition, tax), which can be complex.
- Proven ability to concurrently manage multiple activities within a time pressured and structured reporting framework.
- Ability to maintain confidentiality and work with sensitive information.

Interpersonal Skills

- Outstanding communication and interpersonal skills to formulate effective working relationships with and to inspire the confidence across all levels of organisation.
- Problem-solving skills with the ability to effectively manage complex and sensitive situations and complex projects, applying sound judgement and discretion
- Highly developed engagement, and influencing skills, including liaising with external stakeholders to discuss and resolve specialist problems
- 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 dynamic workload with competing priorities and operate independently effectively under pressure.
- Excellent presentation skills to enable the clear communication of information to a range of audiences.

Management Skills

Leadership/management:

- An understanding of the long term goals of the P&C Support Centre in addition to an understanding of relevant goals of the wider organisation, and the legal context it operates in.
- A sound knowledge of relevant accounting and financial procedures
- Contributes to the overall performance of the P&C Support Centre, ensuring that objectives and goals are met. Actively contribute to the corporate and business planning process and annual budget process.
- Plans, seeks, allocates and monitors resources to achieve outcomes on time and on budget.
- Actively enable team performance and foster an environment that encourages new ideas and provides support for the development of emerging skills, ensuring that objectives and goals are met.
- Ability to motivate and develop employees.
- Ensure implementation and compliance of policy, framework, legislative and regulatory requirements.

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

- Tertiary qualification in a related discipline or an equivalent combination of training (e.g. finance, accounting, HR) and workplace experience in payroll operations.
- Substantial experience and established proficiency in Payroll operations in a medium-sized organisation.
- Breadth of applied knowledge of computerised payroll systems processing.
- Extensive demonstrated experience informing, iterating, and implementing effective payroll policies, procedural practice and systems.
- Deep working knowledge and application of payroll compliance to relevant legislation, regulation, industrial instruments and awards.
- Substantial and proven experience in advising and supporting managers and employees in explanation of payroll concepts (e.g. leave entitlements, pay composition, tax), which can be complex.
- Specialist knowledge of contemporary payroll operations issues to resolve problems and develop procedural practice and systems ensuring timely and accurate delivery of payroll services.
- Ability to undertake research and analysis in contributing to metrics and reporting to achieve long term goals within a broad organisation-wide framework.
- Excellent interpersonal skills with demonstrated customer service focus and skills.
- High attention to detail, accuracy skills and timeliness in meeting deadlines.
- Proven ability to concurrently manage multiple activities within a time pressured and structured reporting framework.
- Ability to maintain confidentiality and work with sensitive information.

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: