

Candidate pack

PAYROLL, SYSTEMS & REPORTING OFFICER

APS 5

\$88,834 to \$96,829 plus 15.4% superannuation

Full-time, Part-time, Ongoing, Non-Ongoing

Location: Canberra

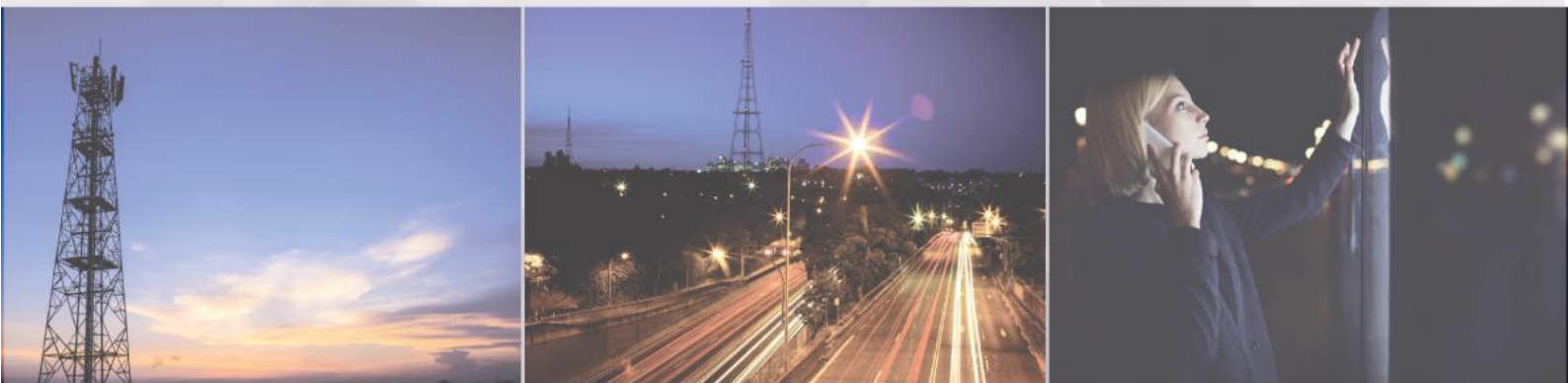
Division: Corporate and Research

Section: Recruitment, Pay and HR Systems

Reference: 1174-2026-1

Contact for information: Stacey Crisp
Assistant Manager – Workforce Reporting, HR Systems and Payroll
02 6219 5159
stacey.crisp@acma.gov.au

Applications close: Sunday, 5 July 2026 at 11.59pm AEST



About the ACMA

The Australian Communications and Media Authority (ACMA) is an independent Commonwealth statutory authority responsible for the regulation of broadcasting, radiocommunications, telecommunications and some online content.

This work underpins our vision for a connected, informed and entertained Australia.

We have a wide and varied remit that includes:

- management of the radiofrequency spectrum
- monitoring industry compliance with broadcasting content rules
- helping to protect telco consumers
- reducing scams, spam and other unsolicited communications, and
- minimising gambling harms.

We undertake this work through a range of education, investigation and enforcement activities.

We also facilitate industry innovation and performance, supporting competition and technological advancement that benefits business, the economy and the Australian community.

Any given day at the ACMA is likely to involve connection and collaboration with people in your own team and other teams, keeping on top of interesting and fast-moving topics, thinking creatively about how to solve problems and improve the way we do things, and demonstrating initiative and a 'can-do' approach. We are never too busy to offer and provide support to each other.

To find out more about the ACMA visit www.acma.gov.au

To find out more about working at the ACMA visit [Careers | ACMA](#)

Who we are

The **Human Resources and Communications Branch** supports the ACMA to meet its purpose by delivering services that enhance the ACMA's capacity to make the best use of its people, build a positive workplace culture, and to effectively communicate to stakeholders about its purpose, activities, and achievements. Services delivered by the Branch include recruitment, work health and safety, learning and development, payroll, human resource strategic and policy advice, internal and external communications and media and editorial services.

The **Workforce Reporting, Systems Administration and Payroll team** ensures the accurate delivery of payroll, workforce reporting, and HR systems support across the agency. They provide timely reporting and insights to support workforce planning and decision-making, maintain and improve core HR and payroll systems using the HRMIS Aurion, and ensure compliance with relevant legislation and policies.

Corporate support for the eSafety Commissioner

The eSafety Commissioner (eSafety) is Australia's independent regulator for online safety. While functionally separate to the ACMA, the ACMA provides a range of corporate support services for eSafety under a Service Level Agreement.

About the role

This is an exciting opportunity to join a small but fast paced Human Resources team within the Human Resources and Communications Branch. We work in partnership with ACMA line areas to deliver strategic and operational workforce services that enable organisational capability.

The **Payroll, Systems and Reporting Officer** performs payroll processing activities and systems administration functions using the Aurion HRMIS whilst having supporting responsibility for workforce reporting.

Key responsibilities include:

Payroll processing:

- Processing all aspects of payroll, including commencements, employee movements, cessations, super birthday reviews, leave, and leave transfers.
- Provide accurate and timely advice on pay and conditions and supporting employees with Employee Self Service.
- Interpret and administer relevant employment legislation and ACMA employment conditions.

Systems Administration:

- Perform routine system administration tasks including position creations, troubleshooting issues with workflows and forms, excess leave notifications and rolling out of forms and processes.
- Contribute to the continuous improvement of HR systems, information and projects including testing and implementation of new HRMIS functions.

Workforce Reporting:

- Support the provision of reporting, including regular executive reporting, remuneration reporting, annual report employment information, Senate estimates and ad hoc requests from managers.

General:

- Maintain and document key business processes and procedures.
- The role has accountability for the completion of allocated tasks, making decisions within the scope of the tasks allocated and assisting in improving the efficiency of the HR function. They will contribute as required to team planning processes, projects and or initiatives, and ensuring service continuity in the section.

Our ideal candidate

We are seeking a highly motivated and experienced payroll officer who has:

- experience in, or sound knowledge of, Federal Government payroll principles and processes
- experience with, or the ability to quickly acquire, expertise in the use of Aurion for payroll processing, creation of reports and system configuration
- demonstrated ability to undertake and manage complex payroll matters, including superannuation, parental leave entitlements, and payroll compliance and reporting requirements
- demonstrated knowledge of, or the ability to quickly acquire knowledge of, relevant employment legislation and ACMA employment conditions
- sound judgement and initiative in resolving payroll matters
- initiative in collaborating with the team and providing support during peak periods
- proven ability to deliver high-quality client service, including clear communication, stakeholder engagement, and timely resolution of enquiries
- good attention to detail, time management skills and the ability to manage multiple and changing priorities whilst meeting key deadlines within a fortnightly pay cycle.

What we offer you

We offer competitive conditions and excellent benefits:

- **Make a difference:** Make a positive contribution to the Australian people and community, as Australia's communications and media regulator.
- **A great team:** Join a collaborative and collegiate workforce that fosters life-long connections, supportive supervisors and access to our leadership, to deliver shared goals.
- **Grow your career:** We value the skills and experience our staff bring to the ACMA and are committed to their further development. Our unique breadth of work provides diverse professional and mobility opportunities that enable growth and progression.
- **Flexibility and balance:** We promote a healthy work/life balance with flexible conditions and provide a culturally supportive environment that supports caring responsibilities so staff can remain engaged at work.
- **Health and wellbeing:** We are committed to the health and wellbeing of our staff and our leadership lead by example. We extend services that enhance and promote physical health, mental health and social wellbeing to benefit you and your family.
- **Centralised offices and lifestyle:** With options to be in our Canberra, Melbourne or Sydney offices, staff are in close proximity to cafés, dining, retail facilities, public transport, childcare centres and gym and fitness options.
- **Conditions:** Competitive benefits, plus 15.4% superannuation and options for cultural leave, primary (18 weeks) and secondary (14 weeks, increasing to 18 weeks by 2027) parental leave and the ability to purchase additional leave.

What our staff say

'There are genuinely good people here who want to make a difference in their work and do good work for Australian people.'

'We have a dynamic and diverse remit with supervisors who create opportunities for growth and learning new skills.'

To find out more about working at the ACMA including what our staff say, visit [Working with us | ACMA](#)

Eligibility

To be eligible for employment with the ACMA, applicants must be Australian citizens.

The successful applicant must be able to obtain and maintain a **Baseline security clearance** or hold a current security clearance of an appropriate level. More information on the security clearance vetting process is available on the [Australian Government Security Vetting Agency \(AGSVA\)](#) website.

Successful applicants are required to satisfy an employment screening process which includes demonstrating Australian citizenship, satisfactory completion of security and integrity checks and successful completion of a medical assessment.

Suitable candidates may be placed in a merit pool, and the pool may be used to fill similar roles in various locations. Non-ongoing vacancies filled from a merit pool may be offered as a specified term. Applicants may have their application and assessment results shared with other Australian Public Service (APS) agencies looking to fill similar roles.

Use of merit pools

Suitable candidates may be placed in a merit pool and the pool may be used to fill similar vacancies anywhere in Australia.

Applicants may have their application and assessment results shared with other Australian Public Service (APS) agencies looking to fill similar roles. Applicants are asked for their consent to share this information as part of the application process.

RecruitAbility

All of our roles are advertised under the RecruitAbility scheme which is aimed at attracting and developing applicants with disability and also facilitating cultural changes in selection panels and agency recruitment.

Job applicants can be advanced to the next stage of the selection process where they:

- opt into the scheme
- declare they have a disability, and
- meet the minimum requirements of the advertised vacancy.

More information can be found at [RecruitAbility scheme: A guide for applicants | Australian Public Service Commission \(apsc.gov.au\)](#).

Integrity

The Australian Public Service (APS) has a unique and privileged role in serving the Australian community. APS employees support the development and delivery of policies, services, regulation, and initiatives that affect the lives of all Australians. APS employees are trusted to act in the best interest of the Australian community. The integrity of the APS - its employees, systems, and practices - is fundamental to maintaining this trust.

The ACMA expects all staff to promote, model and uphold the APS and ACMA Values, and be committed to public service integrity. Integrity at the ACMA is based on a foundation of robust, transparent, honest, and ethical behaviour and decision-making.

In our role as a regulator and independent Commonwealth statutory authority, it is critical that we employ and model a pro-integrity culture in every aspect of everything we do, both internally and externally.

How to apply

If you think your skills and abilities match the requirements of the job and this sounds like the opportunity you are looking for, we want to hear from you.

Our [online careers portal](#) will guide you through the application and submission process.

Your application will need to include:

- your resume of no more than two to four pages, and include:
 - your full name, contact email and mobile number
 - details of any relevant education and qualifications
 - work experience starting with your most recent employment, including responsibilities and achievements. Indicate dates and explain any gaps in time
 - other relevant experience.
- the contact details of two referees, including your current supervisor.
- a 750-word cover letter outlining how your skills, knowledge, qualifications and experience make you the best person for the job.

Tell us why you are the right person for the position. We want to know:

- why you want to work in this role and how your skills, experience and qualifications can benefit us
 - try not to duplicate information in your resume but highlight specific examples or achievements that will demonstrate your ability to perform the role.
 - you may like to structure your examples using the problem, action, result (PAR) method:
 - **Problem (situation/issue):** Describe a specific problem, situation or issue that occurred where you had the chance to demonstrate your skills
 - **Action:** Outline the action you took to address or resolve the problem
 - **Result:** Detail the outcome of your actions, including what you learned, what you might do differently, and how the result impacted your organisation or team
 - you do not need to use a different example for each of the skills required in this role, you could use one example that covers several of the skills we seek.

Privacy statement

The Australian Communications and Media Authority (ACMA) and the Office of the Australian eSafety Commissioner (eSafety) comply with the *Privacy Act 1988* (the Act).

The ACMA and eSafety comply with the Act in the collection, handling, use and disclosure of personal information. The personal information we receive in the application process is collected to assist us to determine your suitability for selection for an advertised vacancy and will not be disclosed for other purposes unless we have your informed consent or we are otherwise permitted or required to disclose that information by law. Recruitment details, including resumes, can only be accessed by the candidate or by ACMA or eSafety staff or contractors in relation to the relevant recruitment and selection activity. For example, only the recruitment officers, professional scribe, selection committee members and designated administrative staff who are conducting the selection process can access your recruitment details. Selection committee members can only access data relating to the recruitment action they are currently processing. At times the ACMA or eSafety may engage a professional recruitment agency or other APS employees external to the agency to assist in the recruitment process. These members can only access the information as part of the recruitment process.

In some cases, an Order of Merit or Merit Pool may be created and used to fill similar roles at the ACMA or eSafety or other Australian Public Service (APS) agencies within 18 months from when the original vacancy was advertised. If placed on an Order of Merit or Merit Pool, and with your consent, your personal information may be shared within the ACMA or eSafety or another APS Agency looking to fill a similar vacancy.

Click here to view the ACMA's Privacy Policy: [Privacy policy | ACMA](#)

Click here to view the eSafety Commissioner's Privacy Policy: [Privacy | eSafety Commissioner](#)