

POSITION DESCRIPTION

Position Title	Senior Payroll Services Officer		
Organisational Unit	People and Capability Directorate		
Functional Unit	Payroll Services		
Nominated Supervisor	National Manager Payroll Services		
Classification	HEW 7		
CDF Level	CDF1	Position Number	10613655
Attendance Type	Full Time	Date reviewed	02-SEP-2026

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

ACU has a bold vision for its future. Our Vision 2033 is our landmark statement of strategic direction for ACU's mission as a Catholic university to constitute a 'Christian presence in the university world confronting the great problems of society and culture'. Our mission is to help shape the coming generations in Australia and beyond, by enabling flourishing lives, fostering thriving communities, and building a more ethical future.

Our Catholic mission informs everything we do – challenging us to respect the dignity of the human person, serve the common good, and embed ethical and social justice considerations throughout our teaching and research. We strive to live our core values of truth, excellence, and service.

We are a publicly funded university, and while we are young, we have grown significantly and we and we are making our mark: we are one of the largest university contributors to the care economy in Australia and rank among the top universities worldwide. We have seven campuses around Australia, more than 200 partner universities on six continents, and a campus in Rome, Italy.

We prioritise our staff, supporting their growth with a positive culture, generous leave, and flexible work arrangements. We invite all staff to engage with our mission in whatever way is most meaningful to them – whether as Catholics, as members of other churches and faiths, or as people with no religious affiliation but who are willing to embrace our vision, mission and strategic direction. We continue to invest in our facilities and workplaces and actively involve staff in shaping the future direction of the organisation.

For further information about the university please refer to ACU's [organisational structure](#).

ABOUT THE PEOPLE AND CAPABILITY DIRECTORATE

The People and Capability Directorate delivers employment related services to all staff and supports the strategic objectives of the University. People and Capability delivers the staff (user) employment experience throughout a staff members appointment at the University. This means designing, implementing and management of a comprehensive range of workplace, people, and workforce programs and initiatives.

People and Capability is business focused and partners with the organisation to achieve strategic and change outcomes. Effective support and advice to staff is provided through a range of organisational and Human Resources business systems and processes, effective management of employment arrangements, records, timely management of remuneration matters.

POSITION PURPOSE

The Senior Payroll Services Officer assists with the timely and accurate production and reconciliation of the fortnightly payroll, as required. This involves undertaking and/or reviewing a range of records and processes relied upon for payroll processing, organisational reporting and work flowed to other University systems. The position is responsible for organising and prioritising tasks involved in the cyclical payroll processes from commencement to closure, ensuring that processes are completed to support all payments, and superannuation, salary packaging, and deductions monies are generated, reconciled and deposited within established deadlines. This includes achieving critical deadlines fortnightly, monthly, quarterly, biannually and annually. The position will also support the Wage Compliance Program with payroll related matters as directed by the National Manager, Payroll Services.

KEY RESPONSIBILITIES

Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- ACU's [Vision 2033](#)
- [Catholic Identity and Mission](#)
- [Code of Conduct for all staff](#)
- [ACU Capability Development Framework](#)
- [ACU Staff Enterprise Agreement 2022-2025](#)
- [ACU Staff Reconciliation Action Plan](#)

The [Capability Development Framework](#) describes the core competencies needed in all ACU staff to achieve the university's strategy and supports its mission.

Responsibility	Scope
Undertake a range of processes to produce and reconcile the fortnightly payroll in accordance with relevant Legislation, the Enterprise Agreement, awards and individual contracts ensuring the accurate, effective and timely processing of all payroll transactions.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Ensure the accuracy of the base employee record and any data files that interface to the payroll prior to producing a fortnightly pay outcome. This includes reviewing alerts, record messages, and process messages, undertake variance, reconciliation and other checks in accordance with audit standards.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Assist in the preparation of fortnightly, monthly, quarterly, biannually, annual reports, and undertaken actions such as provision of general ledger files for other organisational reporting; provision of payments to deduction authorities; provision of payment summaries; provision of reports to organisational areas relating to parking/social club/donations etc.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Undertake actions to resolve identified issues, including under or over payments, or record management issues.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Assist the University to meet its taxation, superannuation and other legislative and statutory obligations through processing	The position contributes to activities; outcomes and goals; that are

Responsibility	Scope
and preparation of returns, related reports, forms and other documentation as required.	implemented and have impact across the University
Produce complex payroll and human resource information for inputting, checking accuracy of employee records transactions and other activities so that quality control measures are enforced, ensuring accuracy, timeliness, service quality and data integrity.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Effectively manage phone, email and Service Management System (currently ServiceNow) requests in line with required service standards and including resolution of the service management request.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Communication effectively with P&C Business Partnering teams and other P&C colleagues by proactively responding to and Identifying payroll issues and providing advice, expertise and solutions.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Proactively maintain currency of knowledge regarding relevant employment and taxation legislation.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Adapt to changing business needs, conditions, and work responsibilities by being flexible in approach to tasks and working collaboratively to help all team members achieve the objectives of the HR Payroll Processing Team.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit

HOW THE ROLE OPERATES

The position manages complex; difficult or challenging matters/issues/tasks on a regular basis; These matters are often impacted by internal/external factors (technical; policies and procedures; industrial; funding; academic).
The position is expected to demonstrate critical thinking to make recommendations; to meet changing demands; and provide business aligned solutions.
The position needs to build relationships with staff across the organisation to perform their duties.
The position provides solutions to problems or situations of critical importance to the University or deals difficult or emotional people.

SELECTION CRITERIA

Qualifications, skills, knowledge and experience:	• Qualification - Tertiary Education in Human Resources or related field with substantial relevant experience or an equivalent combination of relevant experience and/or education/training. • Experience - Demonstrated experience and expertise in the timely and accurate production and reconciliation of payroll processes and employee records maintenance in a high-volume environment. • Experience - Australian Payroll Legislation Expertise: Thorough understanding of current Australian payroll legislation, including Fair Work Act, Superannuation Guarantee legislation, taxation laws (PAYG, FBT), and relevant state-based legislation (e.g., workers' compensation). Demonstrate your ability to interpret and apply
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	these regulations accurately. • Skill - Strong Analytical and Problem-Solving Skills: Ability to analyse payroll data, identify discrepancies, and resolve complex payroll issues effectively. • Skill - Excellent Communication Skills: Ability to communicate clearly and effectively with employees, management, and external stakeholders regarding payroll matters. This includes written and verbal communication. • Skill - Strong Attention to Detail: Meticulous approach to work with a high degree of accuracy. Payroll requires precision, so demonstrate your ability to maintain accuracy even under pressure. • Skill - Time Management and Organisational Skills: Ability to manage multiple tasks, prioritise workload, and meet deadlines, especially during peak payroll periods. • Experience - Prior exposure to the payroll function of Aurion is desirable.
Core Competencies:	• Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values. • Work collaboratively internally and externally to ACU to capitalise on all available expertise in pursuit of excellence. • Take personal accountability for achieving the highest quality outcomes through understanding the ACU context, self-reflection, and aspiring to and striving for excellence. • Plan work activity, prioritise time and resources using established ACU processes and technology to achieve optimum efficiency and effectiveness.
Essential Attributes:	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.
Working with Children and vulnerable adults check	This role does not require a Working with Children Check.
Pre-employment declaration and background check	Preferred candidates will be required to complete mandatory pre-employment declarations and background checks, including those related to gender-based violence and foreign interference, in line with ACU's compliance requirements.

REPORTING RELATIONSHIPS

For further information about the structure of the University, refer to the Organisation Chart

<https://www.acu.edu.au/about-acu/leadership-and-governance/leadership/organisational-structure>