



Coordinator Human Resources and Payroll

POSITION DESCRIPTION

Position Number:	3690
Portfolio:	Office of the CEO
Business Unit:	People and Culture
Team:	Human Resources and Payroll
Position Status:	Temporary Full Time
Classification:	QLGIA (Stream A) Level 7
Reports To:	Chief Human Resources Officer
Revised:	July 2025

General Position Statement:

This position supports Council's direction by providing high-level strategic and operational leadership of the Human Resources and Payroll functions. This position is responsible for developing, implementing and continuously improving policies, frameworks, and strategies that align with contemporary human resource management and industrial relations best practices, ensuring Council's ability to attract, retain, and develop a highly engaged, skilled workforce.

Specific Responsibilities:

This position has the following key responsibilities:

1. Strategic Leadership Support:
 - a) Lead the development, implementation, and continuous improvement of strategic HR and payroll initiatives, ensuring alignment with Council's corporate objectives and long-term workforce planning.
 - b) Maintain an awareness of strategic and operational demands and priorities, engaging with employees across all levels of the organisation and providing efficient and effective people solutions.
 - c) Provide expert guidance on workforce trends, risks, and opportunities, including the development and embedding of strategic talent acquisition and succession planning initiatives to build and maintain a strong talent pipeline.
 - d) Drive cultural and organisational change initiatives that enhance employee engagement, performance, and operational efficiencies, while ensuring alignment with contemporary HR management approaches.
 - e) In conjunction with the Chief Human Resources Officer, represent Council in high-level negotiations and external engagements with key stakeholders, including unions,





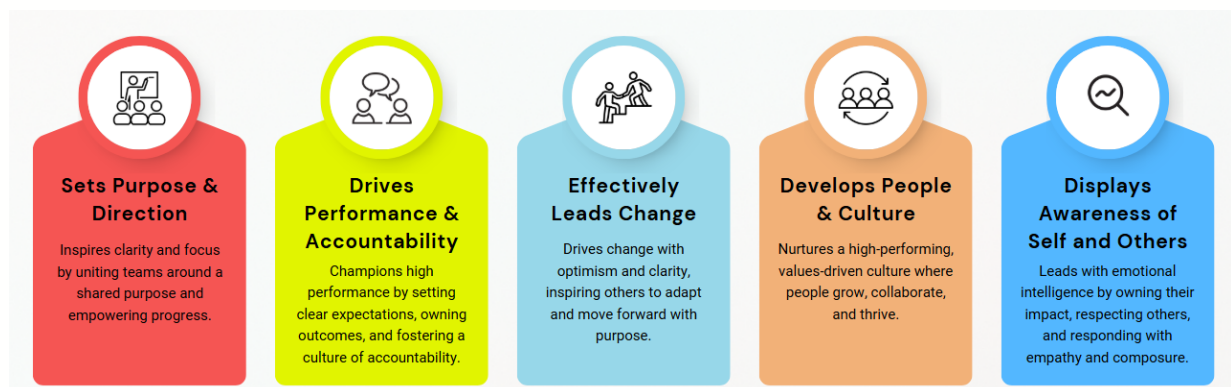
regulatory bodies, and industry groups, ensuring Council's interests are effectively advocated.

- f) Develop and implement communication strategies to foster transparency, engagement, and alignment between HR initiatives and organisational goals.
2. Coordination of Human Resources Operational Activities:
- a) Provide expert, timely, and accurate advice to employees and leaders on HR policies, legislation, and best practices, ensuring compliance and operational excellence.
 - b) Lead and manage a high-performing HR and Payroll team, ensuring continuous improvement and best practice service delivery across all HR functions.
 - c) Develop, monitor, and maintain contemporary HR policies, procedures, standard operating practices, templates, correspondence, and reports that align with legislation, regulatory requirements, and industry best practice.
 - d) Oversee the implementation and administration of key employee lifecycle processes, including recruitment, onboarding, performance reviews, remuneration, and offboarding, ensuring consistency and compliance.
 - e) Manage competing priorities, stakeholder expectations, and critical deadlines while delivering high-quality HR solutions that support Council's strategic objectives.
 - f) Maintain knowledge and understanding of industry and profession trends to ensure that the Human Resource and Payroll area operates at a high level, both within Council and within the profession.
3. Coordination of Industrial Relations and Compliance Activities:
- a) Lead complex dispute resolution and oversee the effective management of grievances, investigations, and industrial relations matters across the organisation.
 - b) Provide high-level advice and expert guidance on certified agreement negotiations, industrial relations strategies, and legislative compliance.
 - c) Ensure Council's compliance with certified agreements, awards, and all relevant industrial and employment legislation through the accurate interpretation and application of regulatory requirements.
 - d) In conjunction with the Chief Human Resources Officer, represent Council in industrial negotiations, conciliation, arbitration, and other external proceedings, advocating for Council's interests while maintaining constructive stakeholder relationships.
 - e) Foster and maintain productive relationships with unions and external industrial bodies, promoting a collaborative and solutions-focused industrial relations environment.
4. Coordination of Payroll activities:
- a) Lead the Payroll team, managing daily operations and implementing strategic initiatives to enhance organisational effectiveness and compliance.
 - b) Ensure the accurate and timely processing of fortnightly payroll, including Certified Agreement and Award adjustments, back pays, and statutory obligations.



- c) Supervise the administration of employee entitlements such as superannuation and leave provisions ensuring compliance with legislative and regulatory requirements.
- d) Direct strategic payroll reporting, ensuring the accuracy and integrity of internal and external reporting obligations.
- e) Drive continuous process improvements to enhance payroll efficiency, mitigate risks, and align with best practices.
- 5. Ensure a safe, healthy and inclusive work environment by complying with workplace health and safety legislation, Council's WHS Responsibility Statements and relevant policies and procedures.
- 6. Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
- 7. Uphold and act as an example of Council's values and contribute to a culture which embodies these values.
- 8. Undertake other relevant duties as directed, consistent with skills, competence and training.

Leadership Capabilities:



Position Requirements:

Skills/Competencies

1. Demonstrated ability to lead strategic and operational HR and payroll functions, providing expert leadership, coaching, and team development.
2. Demonstrated ability to develop and implement contemporary HR and Payroll policies, procedures, and best practice strategies that align with legislative and industrial requirements.
3. Demonstrated strong stakeholder engagement, negotiation, and relationship management skills, with the ability to influence decision-making across all levels of the organisation.





4. Demonstrated advanced knowledge of employment legislation, industrial relations, and local government HR and payroll processes, ensuring compliance with taxation, superannuation, and regulatory obligations.
5. Demonstrated strong analytical and problem-solving skills, with the ability to research, interpret, and apply legislative frameworks.
6. Demonstrated ability to manage multiple complex priorities and employee relations matters, including grievances, investigations, and dispute resolution, while embedding a culture of fairness and compliance.
7. Demonstrated ability to lead and implement change management initiatives, ensuring smooth transitions and high levels of employee engagement.
8. Demonstrated financial and resource management skills, including budget oversight for HR and payroll functions.
9. Demonstrated advanced level of digital literacy, with experience in HRIS, MS Office Suite, and data analysis for strategic decision-making.

Mandatory Qualifications, Licences and Experience

1. Tertiary qualifications in a relevant discipline (Human Resources, Business Management, or similar) and/or equivalent demonstrated experience in a dedicated human resources role.
2. Substantial experience in human resource management and/or payroll management within a large, complex organisation.
3. Extensive experience in managing industrial relations matters, including certified agreement negotiations and interpretation, and complex dispute resolution.
4. Must possess and maintain a current motor vehicle drivers licence.

Desirable Qualifications, Licences and Experience

1. Experience in a local government environment.
2. Qualifications and/or experience in conducting workplace investigations.

Actions

1. **Values and Behaviours** – Behaviour aligned with Council's Values and Behaviours.
2. **Customer Service** – Focus on our customer/s needs.
3. **Code of Conduct** – Behaviour aligned with Council's Code of Conduct.
4. **Safety** – Carry out your duties in a safe manner.
5. **Project Management** – Commit to Council's Project Management ethos.





6. **Human Rights** – Respect, protect and promote human rights in your decision-making and actions.

Physical Requirements

1. Ability to work in an office environment.
2. Ability to legally operate a motor vehicle under a “C” Class Licence.
3. Ability to complete a satisfactory Functional Capacity Evaluation.
4. Must be available to work the on call roster if required.
5. Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

Delegations and Authorisations:

Financial, Administrative and HRM Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council’s knowledge library

Acknowledgement:

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.





Coordinator Human Resources and Payroll

SELECTION CRITERIA

Position Number:	3690
Portfolio:	Office of the CEO
Business Unit:	People and Culture
Team:	Human Resources and Payroll
Position Status:	Temporary Full Time
Classification:	QLGIA (Stream A) Level 7
Reports To:	Chief Human Resources Officer
Revised:	July 2025

Please address each of the selection criteria below in your application:

1. Mandatory qualifications and experience
 - Tertiary qualifications in a relevant discipline (Human Resources, Business Management, or similar) and/or equivalent demonstrated experience in a dedicated human resources role;
 - Substantial experience in human resource management and/or payroll management;
 - Possess and maintain a current motor vehicle driver licence.
2. Demonstrated ability to research, interpret and apply legislative frameworks and extensive experience in the development and provision of best practice human resources and payroll policies and procedures, materials, and strategies.
3. Demonstrated ability to effectively lead, coordinate and monitor work activities of a team, including the ability to coach, support and mentor members of the team.
4. Demonstrated high quality interpersonal skills including the ability to develop and present information to all levels within an organisation, mediate between parties and build effective working relationships.
5. Demonstrated understanding of local government payroll practices and work processes and policies in relation to taxation, superannuation and Workcover.

Suggested approaches to addressing selection criteria include:

Responses should be relevant and directly relate to the selection criteria.
Responses are generally no longer than one page per selection criteria.

You may like to take in account;

- Situation – Describe the situation you were in, including where it occurred and what the relevant environment was.
- Task – Describe the event/task that required resolution, what was required of you.
- Action – Describe what actions you took, how did you resolve the problem.
- Result – What was the outcome and how did your actions contribute to a positive result.

Use actual examples of what you have done that are relevant to each selection criteria. Include how well you did it, what you achieved, and how it relates to the requirements of this role.