



Supervisor Payroll

POSITION DESCRIPTION

Position Number:	2535
Portfolio:	Office of the CEO
Business Unit:	People and Culture
Team:	Human Resources and Payroll
Position Status:	Permanent Full Time
Classification:	QLGIA (Stream A) Level 6
Reports To:	Coordinator Human Resources and Payroll
Revised:	November 2024

General Position Statement:

This position supports Council's direction by being responsible for the day-to-day payroll operations of Council, whilst managing and overseeing the performance of the Payroll Team. Duties are to be carried out in a professional, efficient, and confidential manner ensuring the development of good working relationships with all staff and the public.

Specific Responsibilities:

This position has the following responsibilities:

1. Lead the accurate, timely processing of end-to-end payroll processes on a fortnightly basis, including processing of Single Touch Payroll 2, employee commencements and terminations, employee details maintenance, leave management and superannuation, pay adjustments, allowance maintenance, disbursements, reconciliation and reporting for each pay run, and end of financial year processing on Council's Payroll system.
2. Supervise and coordinate the daily activities of the payroll employee including monitoring performance, mentoring, coaching, developing and providing feedback on performance.
3. Provide expert advice to internal customers, including within the People and Culture Portfolio, and develop and deliver education sessions on Certified Agreement and Award interpretation and conditions.
4. Ensure compliance with relevant Awards, Certified Agreements, Employment Contracts, and applicable legislation, and develop and implement processes to identify potential compliance risks, investigate discrepancies, and take corrective actions to resolve any non-compliance.



5. Ensure reconciliations are completed on a timely basis with variances investigated and cleared.
6. Identify opportunities to enhance payroll processes and systems, ensuring efficiency, accuracy, and compliance, and lead the implementation of process improvements and system upgrades, collaborating with stakeholders to align solutions with organisational needs and regulatory requirements.
7. Develop, review and maintain procedures and guidelines to ensure they are current at all times and communicate changes with employees.
8. Develop and maintain reports to facilitate internal and external stakeholders payroll reporting requirements including standard weekly, monthly and quarterly reports.
9. Undertake payroll data analysis and resolve any identified payroll discrepancies effectively in accordance with relevant procedure and implement improvements.
10. Process and audit all leave provisions and recoveries to and from other Councils.
11. Participate in, and ensure compliance with audit requirements and investigate any audit findings and recommendations.
12. Ensure payroll employees provide accurate and timely advice to management and employees, and are kept up to date with legislation, policy and system changes.
13. Liaise with the Payroll software company for technical assistance and to keep abreast of payroll system enhancement opportunities and maintenance requirements.
14. Develop, implement, and monitor Payroll performance measures.
15. Act as a role model for Council's Values and Behaviours at all times and display a high level of professional and ethical conduct.
16. Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
17. Undertake other relevant duties as directed, consistent with skills, competence, and training.

Position Requirements:

Skills/Competencies

1. Demonstrated ability to interpret Awards, Certified Agreements and legislation that relate to payroll.
2. Ability to confidently challenge established practices or norms in a constructive way even when met with resistance or pushback.



3. Extensive knowledge of local government payroll practices and work practices & policies in relation to taxation, superannuation and workcover.
4. Demonstrated high level of accuracy and attention to detail.
5. Ability to manage competing priorities and meet strict deadlines.
6. Proven ability to maintain confidentiality and discretion at all times while dealing sensitively with people.
7. Good communication (verbal and written) and interpersonal skills relevant to the position and strongly focused on the provision of quality customer service.
8. Ability to effectively operate Council's computer systems including Aurion, Objective and the MS Office Suite.

Mandatory Qualifications, Licences and Experience

1. Demonstrated substantial experience in processing end to end payroll services in medium to large sized organisations.
2. Demonstrated proficiency in interpreting and applying knowledge of relevant Awards, Certified Agreements and legislation relevant to payroll.
3. Demonstrated experience in supervising and leading a small payroll team.
4. Possess and maintain a current motor vehicle drivers' licence.

Desirable Qualifications, Licences and Experience

1. Experience in a local government environment.

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 Intranet.

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.

Authorised By:	Chief Human Resources Officer
Signature:	
Date:	December 2024
Present Incumbent:	
Signature:	
Date:	





TEAMWORK

- We are one Council, working seamlessly across the organisation to deliver the best outcomes for our community.
- We involve others to design solutions and inform decisions.
- We openly share knowledge and information.
- We care about each other and ask for, and accept, support when needed.
- We resolve issues and conflicting priorities in an open and constructive way.



COMMUNITY

- We are one community and make decisions with our whole community in mind.
- We engage with and listen to our community to understand their needs.
- We support our community to develop resilience and sustainability.
- We effectively and efficiently deliver high quality products and services.
- We respond quickly and constructively.



ACCOUNTABILITY

- We own our actions, successes and failures, and ensure we implement lessons learned.
- We take personal responsibility for everyone's safety.
- We manage and use Council's resources effectively and efficiently.
- We make and communicate decisions and rationale in a timely and inclusive manner and act with transparency.
- We are diligent in delivering on our commitments, and communicating issues early.



POTENTIAL

- We focus on being the best we can be and in-turn inspire others.
- We will be open to change and will pursue opportunities.
- We will continually seek to improve how we do things and build upon each other's ideas.
- We make time to seek and provide feedback to support each other.
- We encourage and support innovation and initiative.



POSITIVITY

- We inquire with curiosity, actively listen to others and are open to new perspectives.
- We approach issues looking for solutions.
- We remain calm and respectful when working through difficult situations.
- We focus on being open and adaptable.
- We invest in our physical and mental wellbeing.



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SELECTION CRITERIA

Position Number:	2535
Portfolio:	Office of the CEO
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Revised:	December 2024

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

1. Mandatory qualifications and experience

- a) Demonstrated substantial experience in processing end-to-end payroll services in medium to large complex organisations, including knowledge of Single Touch Payroll 2, reconciliations, leave management, and superannuation.
- b) Proven ability to interpret and apply Awards, Certified Agreements, employment contracts, and relevant legislation to ensure compliance and provide accurate advice to stakeholders.
- c) Experience in supervising and mentoring a small team, including monitoring performance, providing coaching, and fostering a positive and high-performing team environment.
- d) Demonstrated ability to lead and implement payroll process and system improvements to enhance efficiency, accuracy, and compliance.
- e) Proficiency in using payroll software (e.g., Aurion) and advanced skills in the MS Office Suite.
- f) High level of accuracy and attention to detail, with a proven ability to analyse payroll data, identify discrepancies, and resolve issues effectively.
- g) Strong interpersonal and written communication skills, with a focus on providing quality customer service while maintaining confidentiality and discretion in sensitive matters.
- h) Possess and maintain a current motor vehicle driver licence.

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.

