



## **POSITION DESCRIPTION/SPECIFICATION**

### **1. POSITION IDENTIFICATION**

<b>Title</b>	Payroll Officer	<b>Level</b>	5
<b>Business Unit</b>	Human Resources	<b>Position Number</b>	00062
<b>Directorate</b>	Governance and Strategy	<b>Date Established</b>	May 2007
<b>Reporting to</b>	Manager Human Resources	<b>Date Updated</b>	April 2026

### **2. KEY OBJECTIVES**

- Work collaboratively with the Senior Payroll Officer on the coordination, processing and delivery of the City's fortnightly payroll, ensuring accuracy, compliance and adherence to all statutory requirements and organisational timeframes.
- Apply and interpret relevant Industrial Awards, Agreements, Australian Taxation Office (ATO) requirements, Paid Parental Leave legislation, and other statutory requirements within the payroll system.
- Provide a high level of customer service to both internal and external customers of the Human Resource business unit.
- Work collaboratively with the Senior Payroll Officer to support effective delivery, governance and continuous improvement of payroll services.

### **3. KEY ACCOUNTABILITIES**

- Ensure that practices and procedures in Payroll comply with relevant Industrial Awards, Agreements, Australian Tax Office and other statutory requirements.
- Ensure integrity, accuracy and confidentiality of payroll and HRIS data and documentation.
- Payroll activities, including interpretations, calculations, reconciliations and adjustments are undertaken accurately, efficiently and within strict statutory and organisational timeframes.
- Payroll advice, interpretation and support to management, employees and stakeholders is accurate and timely in accordance with legislation, enterprise agreements, protocols / policies and associated documented procedures.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols and practices.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.

#### 4. KEY ACTIVITIES

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###### **Outcome: Payroll Preparation**

- Work collaboratively with the Senior Payroll Officer on the processing of fortnightly payroll, including manual calculations, adjustments, reconciliations and exception handling under stringent time constraints maintaining accuracy and compliance.
- Validate payroll outputs and resolve discrepancies prior to pay run finalisation.

###### **Outcome: Payroll Administration**

- Interpret, calculate and process all City employee contract variations and employment conditions, application of appropriate loadings / penalties, overpayments and termination payments via fortnightly pay runs or manual payments including banking using electronic funds transfer.
- Oversee the payroll onboarding for new employees, ensuring accurate setup of employment conditions, entitlements, loadings, superannuation and system data integrity in accordance with enterprise agreements, industrial awards and legislation.
- Calculate, reconcile and create journal entries for manual payments and other City related interface payments.
- Manage all costing related payroll allocations and reports, including resolving costing issues raised by Managers on fortnightly payroll cost allocations.
- Identify and investigate payroll related discrepancies, ensuring timely resolution, accurate payment and data integrity across payroll, HR systems, and Portals.
- Respond to payroll queries relating to the application and interpretation of relevant industrial awards, legislation, Human Resource policies and related procedures.
- Integrate payroll data with Human Resources data.
- Maintain, calculate and process annual leave, sick leave, long service leave and any other leave accruals and entitlements in accordance with enterprise agreements and industrial awards.
- Calculate and provide payroll information to authorised staff and third parties (WHS insurer) to ensure the accurate payment of workers compensation every fortnight.
- Prepare and process superannuation salary sacrificing calculations in accordance with superannuation legislation, ensuring the City meets its superannuation obligations.
- Generate, reconcile and submit superannuation files to Super Choice Clearing House, ensuring all warnings and errors are investigated and resolved in accordance with current superannuation legislation.
- Responsible for preparing, processing and reconciling all novated leases and other salary packaging items, including invoicing and reconciliation of GST components. .
- Work collaboratively with the Senior Payroll Officer on identifying, investigating and resolving payroll related issues.
- Deliver all administrative requirements in a professional manner.
- Maintain all payroll data/information stored on the computerised payroll system in an accurate manner, validation of data integrity.
- Prepare and reconcile payroll related accounts including deductions, superannuation and general ledger interfaces, including maintaining and effecting payments from payroll debtors on a timely basis.
- Provide support to audit functions by supplying required documentation and insights.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

**Outcome: Customer Service**

- Promptly attend to all payroll enquiries in a courteous and efficient manner and resolve queries relating to employee records and entitlements.
- Build strong working relationships and act as a trusted point of contact for payroll matters.
- Develop and maintain a sense of loyalty and team ownership within Human Resource services.
- Take initiative to anticipate customer needs and requirements.

**5. WORK RELATED REQUIREMENTS****Essential Skills, Knowledge, Experience and Qualifications:****Skills:**

- Demonstrated ability using Microsoft Office.
- Demonstrated literacy and highly developed numeracy skills.
- High level attention to detail and accuracy.
- Demonstrated high level time management skills with ability to effectively manage multiple priorities.
- Demonstrated written and verbal communication skills.
- Demonstrated proactive customer service skills.
- Demonstrated ability to interpret Enterprise Agreements.
- Demonstrated problem solving skills.

**Knowledge:**

- Sound knowledge of policies, regulations and statutory requirements relating to the work area.
- Sound working knowledge of Australian Taxation Office regulations as they relate to the payment of salaries and wages.
- Working knowledge of HRIS and financial systems.

**Experience:**

- Demonstrated experience in end to end payroll processing.
- Demonstrated experience in interpreting Enterprise Agreements, Industrial Awards and statutory legislation.
- Payroll calculations and reconciliations.
- Using a computerised payroll system.
- Providing proactive customer service.
- Processing workers compensation claims.

**Qualifications / Clearances:**

- Tertiary qualification in accounting, HR or Finance and/or equivalent relevant experience.
- Police Clearance no more than 3 months old.

**6. EXTENT OF AUTHORITY**

- Freedom to act within defined established practices.
- Responsible for planning and organising own work.

- Works under general direction with autonomy to manage own workload and make decisions within established frameworks.
- Problems can usually be solved with reference to procedures, documented methods and instructions. Assistance is available when problems occur.
- May provide support requiring a high degree of judgment, initiative, confidentiality and sensitivity in the performance of work.
- Scope to exercise initiative in the application of established work procedures.

**7. WORKING RELATIONSHIPS**

**Level of Supervision:**

- Works under general supervision.

**Internal:**

- Executive Leadership Team, Managers and Supervisors
- All other employees

**External:**

- Financial Institutions
- Originations relating to payroll deductions
- Banks/Credit Facilities
- Centrelink (Department of Human Services)
- Super Funds (e.g. Aware Super)
- Child Support Agency
- Australian Taxation Office
- Clearing Houses and Gateway providers
- Salary Packing Providers (Easi Salary/Paywise)
- General Public

**8. POSITION DIMENSIONS**

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
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