

## POSITION DESCRIPTION

<b>Position Title:</b>	Payroll Officer
<b>Location:</b>	Corporate Office – Brisbane Airport
<b>Last Review Date:</b>	June 2018
<b>Approved By:</b>	HR Manager

<b>Department/Team:</b>	<b>Financial Delegation:</b>
> People and Corporate Services	> NIL
<b>Direct Reporting Line:</b>	<b>Professional Reporting Line:</b>
> HR Manager	> NIL

## Our Vision

We will improve the health of people in remote, rural and regional Queensland.

## Our Mission

We will provide excellence in, and access to, primary health care and aeromedical services across Queensland.

## Our Promise

Further Corner, Finest Care.

## Values

**Safety and Quality** > At all times, with a patient-centred focus

**Mutual Care and Respect** > For patients, supporters, stakeholders and each other

**Commercially Astute** > Agile and forward-thinking, to lead the RFDS into the future

**Open and transparent** > In all our dealings

**Collaborative** > Encouraging and empowering of each other

**Proud and passionate** > In all that we do

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Parent	<b>Human Resources Manual HRM-01</b>	Version	<b>14.0</b>
Chapter	<b>Recruitment and Selection</b>	Modified	<b>27/02/18</b>

## Position Purpose

To provide accurate and timely processing of the company's payroll. This is a sole payroll position that works independently on payroll duties as part of the People and Corporate Services team.

*All employees have responsibilities for ensuring the safety of our patients and the quality of our services, these responsibilities include following procedures, modelling positive behaviours in line with our Code of Conduct, providing support, supervision and coaching to peers and junior employee team members.*

RFDS Behavioural Competencies	
Analysis & Problem Solving	<ul style="list-style-type: none"> <li>&gt; Breaks information into component parts, patterns and relationships</li> <li>&gt; Probes for further information or a greater understanding of a situation</li> <li>&gt; Uses logical and rational judgement and criteria</li> </ul>
Communication	<ul style="list-style-type: none"> <li>&gt; Confidently represents self and the RFDS</li> <li>&gt; Maintains professionalism in verbal, written, and electronic communication within and outside the RFDS</li> <li>&gt; Adjusts style to suit the person and the scenario</li> </ul>
Forward Thinking & Planning	<ul style="list-style-type: none"> <li>&gt; Anticipates relationships between current plans, tasks, situations and future events</li> <li>&gt; Manages time effectively</li> <li>&gt; Anticipates implications due to changed circumstances</li> </ul>
Responsibility & Accountability	<ul style="list-style-type: none"> <li>&gt; Ensures expected performance outcomes are achieved</li> <li>&gt; Demonstrates initiative</li> <li>&gt; Is accountable for their decisions and individual outcomes</li> </ul>
Decisiveness	<ul style="list-style-type: none"> <li>&gt; Prepared to make decisions</li> <li>&gt; Commits to a definite course of action</li> <li>&gt; Decisions and actions taken are appropriate to the situation</li> </ul>
Productivity	<ul style="list-style-type: none"> <li>&gt; Works in a systematic, methodical and orderly way</li> <li>&gt; Maintains quality at all times</li> <li>&gt; Uses assigned resources to achieve desired objectives</li> </ul>

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Responsibilities and Measures of Success in the Role		
Key Result Areas	Responsibilities / Tasks	Key Performance Indicators
Contributing to a High Performing Culture	<ul style="list-style-type: none"> <li>&gt; Understands and supports the strategic and commercial objectives of the organisation, assimilating key messages and asking clarifying questions to ensure alignment and commitment</li> <li>&gt; Looks for opportunities to challenge the status quo and explore new ideas, and works with team and leader to implement changes that add value and improve service delivery</li> <li>&gt; Is a supportive and cooperative team member, remaining aware of workload and activities within the team and proactively seeking opportunities to assist team and leaders where possible</li> <li>&gt; Works positively with cross-functional team members, seeking to understand differing priorities and utilise strengths, and to work as an aligned and cohesive RFDS team</li> <li>&gt; Takes accountability for own behaviour and performance, adopting a “no blame” approach that focuses on collaboration, learning and solutions</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Demonstrated up-to-date knowledge of key messages, updates and activities across the entire organisation</li> <li>&gt; Demonstrated examples identifying and participating in changes that align to organisational values and objectives</li> <li>&gt; Leader and peer feedback reflects cooperation and support</li> <li>&gt; Leader and peer feedback reflects collaboration, and that competing interests and priorities are handled respectfully and escalated appropriately</li> <li>&gt; Meets role expectations and set KPIs are understood, owned and achieved</li> </ul>
Payroll and HRIS	<ul style="list-style-type: none"> <li>&gt; Ensures the end to end process of the fortnightly payroll, including filing</li> <li>&gt; Ensures all fortnightly reporting is saved and managed</li> <li>&gt; On-going maintenance of the Human Resource Information System (HRIS), and Sage micrOpay, including reviewing upgrades</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Completes all payroll duties in a timely and accurate manner</li> </ul>

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Responsibilities and Measures of Success in the Role		
Key Result Areas	Responsibilities / Tasks	Key Performance Indicators
	<ul style="list-style-type: none"> <li>&gt; Provides employee helpdesk function for Sage micropay and Connx</li> <li>&gt; Reviews, updates and maintains all micropay employee records</li> <li>&gt; Reviews, updates and maintains all micropay payroll records and tables, including compliance to current legislation</li> <li>&gt; Plans and actions month and year end payroll duties, including distribution of payment summary</li> <li>&gt; Interpreting awards, agreements and contracts</li> <li>&gt; Plans and applies all awards, agreements and contracts correctly in micropay including changes as they occur</li> <li>&gt; Provides advice to employees, managers and HR team members on payroll and related matters (e.g. parental leave, LSL, taxation, superannuation etc)</li> <li>&gt; Maintains a current working knowledge of applicable legislative requirements (e.g. superannuation, taxation and relevant employment law)</li> <li>&gt; Processes Remserv transactions and contributes to relationships</li> <li>&gt; Oversees all government paid parental leave transactions in Payroll</li> <li>&gt; Participates in and contribute to national payroll meetings and Sage User Group meetings as required.</li> <li>&gt; Develop and implement an annual audit schedule</li> </ul>	

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Responsibilities and Measures of Success in the Role		
Key Result Areas	Responsibilities / Tasks	Key Performance Indicators
HR Administration and Advice	<ul style="list-style-type: none"> <li>&gt; Contribute to the maintenance of the electronic and hard copy filing system</li> <li>&gt; Provides data for reporting as required (e.g. monthly turnover and absenteeism)</li> <li>&gt; Provides general advice to employees and managers on company policy, agreements, contracts etc.</li> <li>&gt; Assists with other HR functions and activities as required</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Completes all required HR administrative duties in an efficient and effective manner</li> <li>&gt; Provides advice in a professional and timely manner</li> <li>&gt; Provides accurate and timely reporting</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>&gt; Provides a high standard of service</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Handles employee enquiries within appropriate role and knowledge boundaries</li> <li>&gt; Demonstrates excellence in customer service to both external and internal customers</li> </ul>
Professional Conduct	<ul style="list-style-type: none"> <li>&gt; Maintains strict confidentiality.</li> <li>&gt; Adheres to policies and procedures as outlined in RFDS Policy Manuals</li> <li>&gt; Promotes and maintains positive employee relationships</li> <li>&gt; Demonstrates a willingness to work positively within a team to achieve team goals and the provision of excellence in care/service delivery</li> <li>&gt; Demonstrates and practices effective verbal, non-verbal and written communication skills and actively develops good listening skills</li> <li>&gt; Treats all individuals with respect and dignity, adhering to the Workplace Diversity Policy at all times</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Strives to work well with other employees &amp; team members in a professional manner.</li> <li>&gt; Handles employee enquiries in a confidential manner.</li> </ul>
Performance and Development Review	<ul style="list-style-type: none"> <li>&gt; Positively participates and contributes to the RFDS' Performance and Development Review program</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Completes self assessments on an annual basis or as requested by Manager / HR</li> <li>&gt; Constructively and positively participates in performance discussions</li> </ul>

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Responsibilities and Measures of Success in the Role		
Key Result Areas	Responsibilities / Tasks	Key Performance Indicators
Quality and Compliance	<ul style="list-style-type: none"> <li>&gt; Ensures a safe working environment for all employees by compliance with all relevant Occupational, Health, Safety &amp; Welfare and Equal Employment Opportunity obligations</li> <li>&gt; Contributes to business improvement/quality programs and enterprise risk management activities</li> <li>&gt; Complies with RFDS policies and procedures</li> <li>&gt; Ensures conduct at all times is professional, reputable and in accordance with philosophy and direction of the RFDS</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Compliance with all Occupational, Health, Safety &amp; Welfare and Equal Employment Opportunity obligations</li> <li>&gt; Knowledge, understanding and compliance with RFDS policies and procedures, standard operating procedures and protocols</li> </ul>

Working Relationships	
Internal	External
<ul style="list-style-type: none"> <li>&gt; All RFDS Employees and Managers</li> <li>&gt; Other RFDS Sections</li> <li>&gt; RFDS Board</li> </ul>	<ul style="list-style-type: none"> <li>&gt; The general public</li> <li>&gt; Other primary health care organisation and service providers</li> <li>&gt; Government, non-government, and community organisations</li> <li>&gt; Volunteers, fund raisers and donors</li> <li>&gt; All other RFDS stakeholders</li> </ul>
Qualifications / Registrations / Memberships	
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### Essential skills and experience

- > Demonstrated payroll processing experience
- > Previous experience with Sage micrOpay
- > Current knowledge of applicable legislation, including superannuation, taxation and relevant employment law
- > Ability to interpret awards, agreements and legislation
- > Proven ability to work to deadlines
- > Demonstrated high level oral and written communication skills
- > Proven organisational skills with the ability to prioritise conflicting demands
- > High level of initiative and the ability to work with minimal supervision
- > Exceptional customer service skills
- > Customer service focus
- > High level accuracy and attention to detail
- > High level computing skills using the MS Office suite
- > A keen interest in the Human Resource function and contributing to that function
- > Proven ability to maintain the strictest confidentiality

### Desirable skills and experience

- > High level experience with Sage micrOpay including system administration experience
- > Some experience with Chris21

### Additional Information

- > This role will be required to undergo a pre-employment drug and alcohol test and will continue to be subject to random drug and alcohol testing
- > Flexible working hours (including work outside of core business hours).
- > Requirement to undergo a criminal history check.

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**Sign off:**

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

\_\_\_\_\_  
**Tracey Green**  
*Head of People & Corporate Services*

\_\_\_\_\_  
*Date*

As occupant of the position I,....., acknowledge, understand and agree to the statement of duties, responsibilities and other requirements as detailed in this document.

\_\_\_\_\_  
*(Employee Signature)*

\_\_\_\_\_  
*Date*

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