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|---------------------------------------|---------------------------|
| <b>Position Title:</b>                | Payroll Administrator     |
| <b>Reports to:</b>                    | Payroll Team Leader       |
| <b>Salary / Classification Level:</b> | Negotiated Salary Package |
| <b>Reporting to this Position:</b>    | Nil                       |

## *Purpose of the Position*

The Payroll Administrator is responsible for the input and maintenance of accurate data into HR Management Systems.

The Payroll Administrator is responsible to ensure compliance with relevant awards/agreements ensuring the payroll conditions and benefits are accurate.

## *Your Team*

This position exists within the People & Culture team which is part of the Corporate Group.

The People & Culture department is accountable to the Executive Manager People & Culture and supports the organisational strategic agenda through the provision of workforce strategy and operations.

The position reports to the Payroll Team Leader.

## *Other Key Relationships*

This role works closely with all People & Culture team members, operational and corporate administration staff, operational managers, and leaders, and builds and maintains effective professional relationships with HR stakeholders.

## *Key Outcomes and Responsibilities*

- / Interpret and ensure compliance with relevant awards/agreements ensuring the payroll conditions and benefits are accurate.
- / Apply payroll conditions and benefits, policies and procedures and provide support to managers and staff with any queries in a timely manner.
- / Assist the Payroll Team Leader with the end of month, end of FBT year and end of financial year tasks.
- / Ensure accurate and timely process of fortnightly wages/salaries.
- / Ensure accurate calculations for redundancy, backpay, increment increases and terminations under the guidance and instruction of the Payroll Team Leader and/or Manager HR Services.
- / Review and administer changes in employment conditions providing letters or contracts outlining the changes in the terms and conditions in accordance with relevant awards/agreements.
- / Generate creative solutions to address problems and commits to follow through.
- / Assist team members and work across other teams to assist in the delivery of services to meet organisation and team goals.
- / Assist the team with Initiating new starter Onboarding program and support with any queries.
- / Generating payroll and statistical reports to provide relevant information to management.
- / Maintain and keep confidential appropriate payroll, and associated personnel files.

- / Participate in own learning and development in relation to changes to employment terms and pay conditions.
- / Assist in the development of a high quality focus business environment that achieves and promotes continual process improvement in service delivery.
- / Any other associated duties as may be required by the Payroll Team Leader and/or Manager HR Services.

## **Selection Criteria**

### **Essential**

- / Minimum of 3 years of experience in a similar role.
- / Demonstrated end-to-end payroll experience working within a medium to large organisation.
- / Good problem solving abilities and technical expertise.
- / Experience working with payroll software systems and Microsoft products.
- / Sound working knowledge and understanding of industrial awards, agreements, and employment conditions.
- / Demonstrated experience in providing high level of customer service to management and staff.
- / High degree of initiative, flexibility, time management and organisational skills and excellent communication skills.
- / Ability to work with minimal supervision in a pressured environment with competing demands.
- / Excellent relationship building skills to address and respond to internal and external requests.
- / Valid NDIS check or willing to obtain one.
- / Current Drivers License

### **Desirable**

- / Experience and knowledge of the aged care sector.
- / Experience using PayGlobal or Optima software.

## *Customer Service, the Helping Hand Way*

We deliver our service guided by our *Five Golden Standards*

- 1 We always offer choice.
- 2 We engage.
- 3 We speak clearly, politely and respectfully.
- 4 We deliver on our promises.
- 5 We make their day!

### *Helping Hand's Code of Conduct*

Our Code of Conduct reflects *The Helping Hand Way* and expects you to act with:

#### *Compassion*

- / Demonstrate your concern for others and do everything you can to help.
- / Recognise and consider people's feelings and circumstances.
- / Treat others with respect, courtesy, care and compassion.
- / Support and value the contribution of other team members.

#### *Respect*

- / Recognise and consider people's feelings, choices and rights.
- / Maintain the privacy and confidentiality of others at all times.
- / Conduct yourself with honesty, fairness and integrity.

#### *Excellence*

- / Undertake your work with professionalism, to a high standard and with the appropriate skill and care.
- / Take responsibility for your actions and behaviours.
- / Strive to improve the quality of services to our clients and to each other.
- / Go the extra mile in order to deliver the best outcomes.
- / Strive to create new and better ways of doing things.

#### *Community*

- / Foster connection with our clients, our teams, each other and our community.
- / Value and support difference in our community and value the contribution that difference provides to us.

### *Work, Health & Safety*

*Arrive Safe, Work Safe and Go Home Safe*

- / Make sure you keep your safety and others safety top of mind. Work safe all the time!
- / If you notice someone doing something unsafe, ask them to stop or find a safer way.
- / Do the training we ask you to do, it's for your own and others safety.
- / If you notice something that is a potential risk or hazard to your safety or others safety, report it. Hazards can turn into accidents! Watch out for spills, things in the way of people, equipment that isn't working.
- / If you report it, be a part of the solution. We need your ideas, solutions and feedback.
- / If you need equipment to do your job safely, make sure you use it. It's there to keep you safe.
- / If equipment isn't working properly, tell everyone around you and then tell us so we can fix it.
- / If you are involved in an incident or are injured, tell us straight away. Your supervisor will be able to help you.