

Position Description

Senior Payroll Officer

Position Number:	Directorate:
Classification:	
Victorian Public Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector)(Single Interest Employers) Enterprise agreement 2021-2025	

ORGANISATIONAL OVERVIEW

Colac Area Health is a unique integrated health service comprising of over 500 employees, providing Acute Care, Aged Care, Community and Allied Health Services to a catchment population of approximately 30 000. Situated in the Colac Otway Shire, one of the most picturesque Victorian municipalities that provides city conveniences with a country charm.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia’s First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTQIA+) people at our services. We pledge to provide inclusive and non-discriminatory services.

We are a child safe organisation committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment is subject to a satisfactory national (and international where relevant) police check and Working With Children Check prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

OUR VALUES

Colac Area Health (CAH) recognises the role of employees in driving a high performance culture and a values based organisation.



We are committed to keeping the patient at the centre of our care with understanding, empathy and personal kindness.



We honour our word and act with honesty, transparency and fairness.



We treat all people with courtesy, kindness and professionalism.



We will work together to achieve the best possible health outcomes for our community.



We will be responsible for our decisions, actions and competence.

POSITION SUMMARY

Primary Objectives:

The Senior Payroll Officer is responsible for the provision of accurate and timely payment of wages and salaries in line with legislative requirements, policies and procedures, as well as high level customer service to management and employees on conditions of employment matters. The position will play a lead role in coordinating payroll activities including payroll related enquiries and payroll processing, ensuring appropriate levels of quality, and compliance is met in line with appropriate legislation, regulations, policy and procedures.

As a member of the payroll team, the senior payroll officer is bound by the highest of confidentiality requirements and attention to detail is paramount

The Senior Payroll Officer provides payroll and salary packaging support to employees and managers at Colac Area Health and their contracted services (Cobden Health & Hesse Rural Health Service).

ROLE RESPONSIBILITIES

Payroll Processing

- Ensure that all payroll processes and administration duties are carried out in accordance with relevant awards and/or agreements and Colac Area Health policies and procedures
- Contribute to the ongoing development and maintenance of standard operating procedures, training material and knowledge articles, identify opportunities for continuous improvement and implement new processes to streamline the payroll function and develop best practice operations ensuring alignment to current government policy, legislation, process, awards and best practice payroll approaches.
- Coach, mentor and develop other payroll staff and monitor the processing work of other officers to ensure accurate and correct information is entered into the payroll system.
- Provide exceptional customer service and advice and respond to and resolve complex enquiries and issues to ensure the provision of accurate information, and the timely and effective resolution of issues and requests for support.
- Calculation and payment of CAH employee increases, back pays and other payments as required
- Reconciliation of all payroll related functions including monthly superannuation requirements
- Updating and maintenance of payroll system history and records
- Payroll testing as required
- Running the end of FBT and end of financial year processes
- Assisting with any Payroll and finance projects as required
- Continuously strive for process improvements in the payroll function
- Producing ad hoc reports including payroll, leave, pay rates, allowances, costing reports etc.
- Set up new starters in a prompt and correct manner on the payroll system and ensure all commencement documentation is forwarded to the new employee
- Award and Legislations interpretation apply knowledge of terms and conditions of employment, award conditions, Act's, Legislation
- Provide staff, supervisors and external agencies with appropriate information in response to pay queries
- Process, check, collate and distribute payroll data in accordance with Colac Area Health policies and procedures

- Developing and maintaining currency of knowledge in the areas of best practice payroll, superannuation, salary packaging and entitlement administration, public sector policy and legislation and imparting key changes quickly and effectively to other payroll staff.

Documentation

- Completion of general administration tasks as requested by payroll
- Fortnightly payroll is completed accurately within the required timeframes.
- Managers and staff receive appropriate information regarding payroll enquiries.
- Discrepancies are rectified within agreed timeframes,

Payroll Records

- File all staff information arising from payroll processes in alphabetical order in the relevant files.
- Update the pay system with changes as required on ad hoc basis

Documentation

- Payroll records are accurate, maintained and stored appropriately.
- Payroll paperwork is completed correctly authorised by the appropriate personnel for audit purposes.

Customer Service

- Present a warm and approachable face and voice to both external and internal customers
- Respond to requests both internal and external in an efficient and timely manner, whilst behaving in a manner which demonstrates a high level of customer focus and professional service.
- Assist employees with use of the Kronos Rostering System and Employee Self Service (HR21)

Documentation

- Ensure payroll inbox / queries are responded to in a pleasant and timely query
- Corrective action is taken in a timely manner when required.

CORPORATE REQUIREMENTS

Governance, Quality and Risk Management

- Demonstrates a commitment to continuous quality improvement and achievement of excellence in service delivery.
- Oversee the Victorian Health Experience Survey Framework.
- Manages Quality, Risk and OHS issues in accordance with appropriate CAH policy.
- Attends to portfolio requirements as documented.
- Actively participates in accreditation programs.
- Participates in and supports data collection as requested.
- Instigates and actively participates in Quality Improvement Activities.
- Review and ensure a contemporary CAH approach to complaints management.
- Take reasonable care for your own health and safety, and health and safety of others to promote a positive safety culture by contributing to health and safety consultation and communication.

- Promptly respond to and report health and safety hazards, incidents and near misses.

Infection Control

- Ensure all practice is conducted in accordance with infection control policies, procedures and standards.

Workplace Behaviours

- Ensure that you engage in behaviour through CAH policy and procedures that treats other staff fairly, equitably and not subject to any form of discrimination or harassment.
- Demonstrate and abide by CAH's and the Victorian Public Sector Commission (VPSC) Code of Conduct.
- Participate in promoting a safe working environment.
- Ensure an appropriate level of customer service is provided, demonstrating a friendly and supportive approach to our consumers.
- Demonstrate an understanding of appropriate behaviours when engaging with children.
- Demonstrate an understanding of the Charter of Human Rights.

Key Selection Criteria:

Qualifications, Experience and Personal Attributes –

Essential:

- 5+ years' experience in a payroll processing role.
- Demonstrable experience in superior customer service
- Exposure to multiple EBAs and fortnightly payroll processing will be beneficial
- Knowledge and experience in Chris21 & Kronos (highly regarded)
- Knowledge & Experience in Healthcare (highly regarded)
- Sound knowledge of payroll legislation and best practice to be applied in the payroll space.
- Strong understanding of Microsoft Office - Excel, Outlook and Word
- Demonstrated high level of numeracy, accuracy and attention to detail
- Strong customer service ethic and ability to tactfully deal with employee complaints
- Demonstrated ability to work flexibly within tight time schedules and in accordance with periodic demands

I have read and understand the requirements and responsibilities of my Position Description

Signed: _____ Name: _____ Date: ____ / ____ / ____.



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