

	Position Title:	Senior Program Manager, HRIS & Payroll Compliance
	Division	People and Culture
	Salary:	SCOE Agreement
	Date:	July 2026

ROLE PURPOSE

The Senior Program Manager, HRIS & Payroll Compliance is responsible for managing the end-to-end delivery of a complex, multi-stream Human Resources Information Systems (HRIS) and Wages Compliance program for Berry Street Yooralla. Given its scale, complexity and impact across the organisation, this program is a strategic priority with regular Executive and Board oversight. This senior role will ensure this initiative is delivered in alignment with the organisation's strategic direction, risk appetite, governance requirements and operational needs.

The Senior Program Manager, HRIS & Payroll Compliance applies hands-on expertise to deliver the program's outcomes in a practical and sustainable way. They work collaboratively with Berry Street Yooralla leadership and business stakeholders to drive effective delivery and manage expectations. The role requires adaptability to shifting priorities, close monitoring of dependencies and a strong focus on governance.

PRIMARY OBJECTIVES

The Senior Program Manager, HRIS & Payroll Compliance is responsible for overseeing the successful delivery of this strategically significant project for Berry Street Yooralla.

Primary objectives and responsibilities include:

- Apply a delivery-focused mindset to lead planning, execution, monitoring and closure of HRIS program, using a structured project management approach
- Oversee multiple streams of (technical and non-technical) scope
- Develop and maintain program documentation including plans, schedules, status reports, and closure documents
- Ensure practical, best-practice project and change methodologies to ensure successful outcomes.
- Foster a culture of proactive risk management and establish clear escalation pathways
- Proactively draft, elicit feedback and finalise necessary Executive and Board-level reporting
- Supervise program staff and regularly monitor workload and delivery streams
- Manage scope, risks, issues, dependencies, and budget with clear governance and escalation where required.
- Uphold Berry Street Yooralla values while contributing to a collaborative, people-focused culture.

REPORTING RELATIONSHIPS

This role reports to the Executive Director, People & Culture who will provide supervision and review.

This role is based at the Collins Street Office on Wurundjeri Country, with occasional work at service delivery locations in Greater Melbourne and Regional Victoria as required.

EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Code of Conduct, which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement.
- Raise all health, safety, and wellbeing issues or concerns with managers, observe all safe work procedures and instructions, and take reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner.
- Promoting and protecting the human rights of people with disability, in accordance with the UN Convention on the Rights of Persons with Disabilities (CRPD) (2008).
- Working to ensure high-quality and safe supports and services for NDIS participants, meeting and exceeding the NDIS Practice Standards and Quality Indicators.
- Meeting obligations under all relevant Victorian and Commonwealth legislation.
- Participate in regular supervision, performance planning and review processes and probationary reviews.
- Complete mandatory training within designated timeframes.
- Berry Street Yooralla is committed to service delivery that prioritises and celebrates diversity and inclusion. Every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality, or religion.
- Berry Street Yooralla is committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify as LGBTIQ+.

ROLE RESPONSIBILITIES	Specific responsibilities, duties and tasks
Program Governance & Reporting	• Prepare comprehensive papers, status updates and decision points for executives, steering groups or boards • Maintain visibility of project status, risks and outcomes across the project lifecycle • Provide input and advice into strategic governance forums to ensure alignment of project scope, outcomes and risks to organisational strategy. • Leverage expertise and artefacts from and collaborate with Project Management Office. • Contribute to the dependency management activities for Berry Street Yooralla's enterprise project portfolio.
Stakeholder Engagement	• Manage relationships with stakeholders (internal at all levels and external). • Collaborate with cross functional teams to ensure project alignment, dependency management and optimisation • Manage expectations and ensure alignment between business needs and solutions. • Communicate complex information in clear, plain language for diverse audiences.
Leading People	• Lead by example in actively promoting and implementing the requirements of Berry Street Yooralla's positive duty to provide a safe workplace, health and safety management system – policies, procedures, and processes. Including, holding staff accountable for observing all safe work procedures, rules, and instructions. • Provide feedback and wellbeing support through probationary reviews, regular supervision meetings, annual performance planning and review. • Ensuring direct reports have completed all mandatory training and development required for their role.

Project Delivery	• Define and manage scope, resourcing and deliverables to keep the program on track, manage trade-offs, and make sure resources are used well • Manage day-to-day project tracking, dependency mapping, and risk identification • Coordinate internal teams and external partners, clarify roles, and keep accountability clear. • Work closely with architects, SMEs, and vendors across the multiple streams • Ensure change impacts are considered in program scope and planning • Coach and supervise program team members ensuring they receive regular guidance, feel safe and valued.
Other	• Proactively share knowledge and experience to colleagues • Access and ability to maintain a Home Workspace to facilitate working from home as required. • Required to participate to travel between sites depending on program and role requirements. • Other duties as required.

KEY SELECTION CRITERIA knowledge, skills, and abilities required to fulfil the role

- Excellent written and oral communication skills (including public speaking, presentations and facilitation skills), and proven experience communicating to and influencing Executive and Board-level stakeholders.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- 8+ years' experience with strong track record delivering high-risk large-scale programs end-to-end.
- Solid experience implementing HR technologies and processes.
- Extensive experience with payroll / HRIS technologies.
- Demonstrated experience leading cross-functional teams, managing ambiguity and competing priorities.
- Demonstrated experience leading workforce compliance, payroll integrity or remediation initiatives within complex organisational environments.
- Strong understanding of Fair Work, industrial relations frameworks and award/enterprise agreement interpretation, with the ability to translate these into operational and system outcomes.
- Proven capability to identify and manage payroll or workforce compliance risks, including implementing governance, audit or assurance frameworks.
- Experience delivering sensitive or high-impact organisational programs requiring confidentiality, discretion and strong reputational awareness.
- Demonstrated experience developing strong relationships by building trust, rapport and positive working relationships with key sponsors, stakeholders, and team members.

QUALIFICATIONS AND OTHER MANDATORY REQUIREMENTS

- Tertiary qualification in Information Technology, Business or a related field
- Staff members must hold a valid WWCC, NDIS Screening check and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

HIGHLY DESIRABLE

- Project Management certifications such as PMP, PRINCE2, Agile/Scrum
- Experience working in the not-for-profit, social services, or disability sectors.
- Experience working in projects with complex data migration requirements

INHERENT REQUIREMENTS OF WORK ACTIVITIES/ENVIRONMENT

The following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Client Facing and Service Delivery	Work with clients who may have a physical, psychiatric, or sensory disability.	Not Applicable
	Interact with clients and members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Occasional
	Work with complex clients which may expose you either directly or vicariously to emotionally challenging concepts such as self-harm, trauma, illegal activity and/or violence.	Occasional
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Not Applicable
	Work in a client's home or their family home alone and/or with others.	Not Applicable
	Represent, advocate, and cooperate with legal processes which may include attendance to court.	Occasional
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Occasional
	Work via computer from home as required.	Regular
	Work office hours with the possibility of extended hours. Flexible arrangements by agreement.	Occasional
	Work rostered hours with the possibility of overtime.	Not Applicable
	Work on-call after hours.	Not Applicable
	Work in an open plan office with no assigned desk.	Daily
	Work in buildings which may require the use of stairs or elevators.	Regular
	Sit at a computer or in meetings/meeting rooms via video conference facilities or in person for extended periods.	Daily
	Work in educational or community facilities.	Occasional
	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Occasional
	Undertake training and professional development activities both internal and external to the organisation.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, data entry, writing reports, case notes/plans and client records. Manage resources and budgets. Research and analyse information and data.	Daily
	Use technology including computers, photocopiers, telephones including mobiles, projectors, televisions, video conference facilities and electronic whiteboards.	Daily