



Position Title:	Senior Payroll Officer
Division:	People and Culture
Program:	People Services
Salary:	STAR Agreement
Date:	July 2026

ROLE PURPOSE

The Senior Payroll Officer is responsible for delivering accurate, compliant, and timely end-to-end payroll services within a complex, high-volume environment. The role ensures payroll operations align with legislative requirements, Awards, and Enterprise Agreements, while maintaining the integrity of payroll systems, data, and processes.

As a key point of contact for employees and stakeholders, the Senior Payroll Officer provides responsive, accessible, and inclusive support on payroll matters, including entitlements, salary packaging, and employment lifecycle changes. The role applies strong analytical and problem-solving skills to investigate and resolve payroll discrepancies, ensuring confidence in payroll outcomes.

The Senior Payroll Officer also contributes to continuous improvement by maintaining robust payroll procedures, supporting system and process enhancements, and promoting best practice in compliance, accuracy, and service delivery.

PRIMARY OBJECTIVES OF THE ROLE

The primary objectives of the Senior Payroll Officer are:

- Deliver accurate and timely end-to-end payroll processing in accordance with legislative requirements, Awards, and Enterprise Agreements
- Ensure integrity and compliance of payroll data, systems, and processes, maintaining up-to-date and accurate employee records
- Provide high-quality, responsive support to employees and stakeholders on payroll, entitlements, and employment conditions
- Identify, investigate, and resolve payroll discrepancies to minimise risk and ensure employee confidence in payroll outcomes
- Maintain and continuously improve payroll processes, policies, and documentation to support efficiency, compliance, and audit readiness
- Effectively manage payroll deadlines and competing priorities in a high-volume, complex service environment

REPORTING RELATIONSHIPS

This role is based at the Collins Street office on Wurundjeri Country and reports to the Payroll, Team Leader who will provide supervision and review.

EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Yooralla 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+.
- Berry Street Yooralla is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children, in accordance with our legal obligations including MO 1359 and child safe standards.

ROLE RESPONSIBILITIES	Specific responsibilities, duties and tasks
End to End Payroll Processing & Systems	• Process end-to-end payroll using Ascender, ensuring accuracy and timeliness of all payments • Prepare and upload Kronos files into the Ascender payroll system • Verify payroll calculations and ensure compliance with relevant Awards and Enterprise Agreements • Record payroll data accurately prior to payment processing • Prepare manual payments/checks where required • Maintain a strong working knowledge of full payroll processing functionality
Payroll Data Integrity & Accuracy	• Verify and reconcile timekeeping records and investigate discrepancies • Update and maintain employee payroll records, including banking details • Maintain and process approved leave records (e.g., paid parental leave, long service leave not captured in ESS) • Ensure payroll data integrity through accurate entry and validation checks • Securely store payroll documentation and ensure timely filing and recordkeeping
Compliance, Awards & Legislative Requirements	• Ensure payroll processing complies with Awards, Enterprise Agreements, and legislative requirements • Maintain compliant payroll policies and procedures • Adjust employee tax status and withholding information in accordance with ATO requirements • Manage salary packaging arrangements in line with organisational guidelines and provider requirements (e.g., Smart Salary) • Support termination processes and separation certificate requirements
Issue Resolution & Continuous Improvement	• Resolve payroll discrepancies promptly and accurately • Identify and escalate complex payroll issues where required • Contribute to process improvements to enhance payroll accuracy and efficiency
Time & Deadline Management	• Deliver payroll processing within strict deadlines • Prioritise tasks to ensure payroll accuracy without delays • Manage competing priorities in a high-volume payroll environment

Employee & Stakeholder Support	• Respond to payroll-related queries from employees in a timely and professional manner • Provide guidance on payroll matters, including Awards and Enterprise Agreement conditions • Support employees with payroll-related processes such as terminations and entitlements • Liaise with internal stakeholders to ensure smooth payroll operations • Build and maintain collaborative relationships with relevant internal and external stakeholders to support payroll delivery.
Other	• Other duties as required.

KEY SELECTION CRITERIA

- Strong communication skills with the ability to convey information clearly and adapt style to suit different audiences.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- Demonstrated experience delivering accurate, high-volume end-to-end payroll processing in medium to large organisations, with a strong focus on compliance and meeting strict deadlines.
- Proven expertise in interpreting and applying Awards, Enterprise Agreements, and relevant payroll legislation within a complex service environment.
- Strong systems capability, including experience with Ascender and workforce/timekeeping systems (e.g. Kronos/Skedulo) or similar, as well as advanced Excel skills and data management capability.
- High level of accuracy and attention to detail, with demonstrated ability to identify, investigate, and resolve payroll discrepancies and maintain data integrity.
- Well-developed communication and interpersonal skills, with a commitment to providing responsive, accessible, and inclusive customer service to a diverse workforce.
- Proven ability to work both independently and collaboratively, using initiative and sound judgement to prioritise tasks, manage competing deadlines, and remain calm under pressure.

QUALIFICATIONS AND OTHER REQUIREMENTS

- Significant Experience processing payroll for approximately medium and large size organisations.
- Experience using Ascender and Skedulo software or similar.
- Experience in interpreting awards and enterprise agreements.
- Strong database knowledge including excellent Excel skills
- Staff members must hold a valid WWCC and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

HIGHLY DESIRABLE

- Experience working with in complex community services or disability organisations

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.	Occasional
	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.	Occasional
	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