

JOB DESCRIPTION

JOB TITLE:	HR Operations & Payroll Manager
DEPARTMENT:	Domestic Human Resources
JOB HOLDER:	Vacant (New Role)
REPORTS TO (JOB TITLE):	Head of Domestic Human Resources
STATUS:	Permanent Part time – 0.6 FTE (3 days per week)

JOB PURPOSE

Provide expert operational management of Domestic HR operations and manages MSFA's outsourced payroll function across Domestic HR, International HR and Finance. The role administers the ELMO Payroll module, maintains employee and payroll data integrity and controls, manages payroll processing and review, and supports the resolution of payroll and cross-system issues to ensure accurate, compliant and efficient payroll delivery and HR administration throughout the employee lifecycle.

The role is the operational owner of the ELMO Payroll module and partners with the People Systems & Projects Manager on strategic system enhancements, projects and technology improvements, while working with International HR and Finance on payroll-related interfaces with Salesforce and NetSuite.

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DIMENSIONS

Financial

- Supports payroll administration for approximately 200+ employees, including those working domestically and internationally.
- Supports payroll processing across annual employee costs exceeding \$20 million.
- Responsible for payroll data integrity, validation of payroll inputs, payroll-system records and controls supporting statutory compliance and financial reporting, working with Domestic HR and International HR as owners of the relevant source employee and remuneration data.
- Assists in ensuring compliance with statutory obligations including STP, superannuation, leave liabilities and other employment-related payments.
- Contributes to payroll audits and supports internal and external compliance activities.
- Identifies and escalates payroll risks, data discrepancies and control issues to ensure financial and operational integrity.

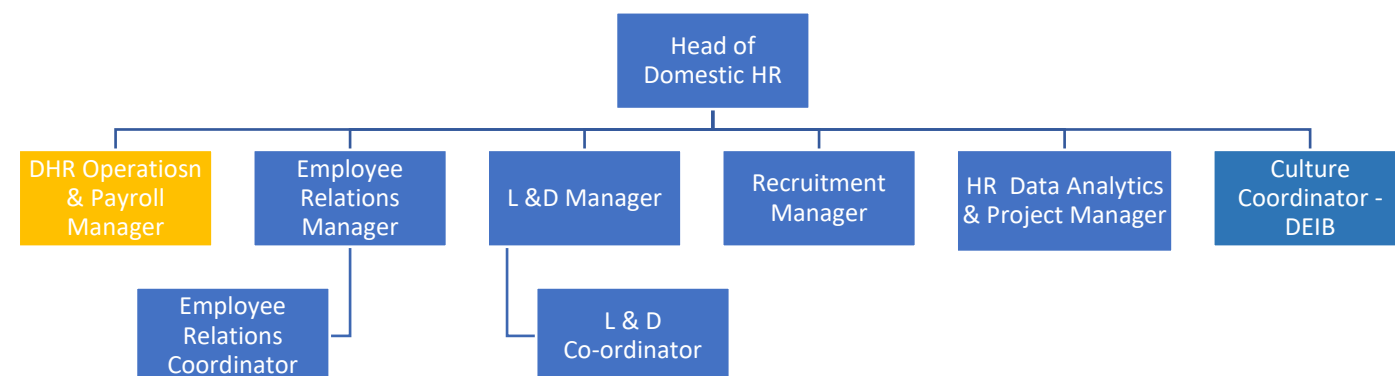
People

- No direct reports.
- Provides specialist HR operations advice and support to Domestic employees and people managers across onboarding, employment changes, leave management, remuneration updates and offboarding and provides payroll-related support and management for employees and stakeholders across MSFA and MSFNZ.
- Works closely with ER Team, Finance, International HR, Recruitment, Learning & Development and the outsourced payroll provider.
- Supports managers in navigating employment legislation, organisational policies and HR procedures.
- Collaborates with internal stakeholders to ensure consistent employee experience and compliance with people practices

Other

- Operational owner and subject matter expert of the Elmo Payroll module, ensuring system integrity, data accuracy.
- Supports the payroll function of the full employee lifecycle.
- Primary operational liaison between Domestic HR, International HR, Finance and the outsourced payroll provider, managing payroll delivery, issue resolution, escalations and service performance.
- Responsible for maintaining HR employment records and payroll documentation.

ORGANISATIONAL STRUCTURE



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CONTEXT

The HR Operations & Payroll Manager sits within Domestic Human Resources and is responsible for the effective administration of MSFA's HRIS Payroll module and the coordination of outsourced payroll services.

The role serves as the primary operational owner of Payroll business processes focusing on system administration, payroll management, employee lifecycle administration, user support, process optimisation, and continuous improvement initiatives. The position also acts as the primary liaison between Domestic HR, International HR, Finance and outsources payroll provider to ensure accurate, compliant, and timely payroll service delivery.

Through effective stakeholder engagement and strong attention to detail, the HR Operations & Payroll Manager contributes to a positive employee experience, supports organisational compliance obligations, and drives the efficient operation of HR and payroll services across MSFA and MSFNZ.

The role is accountable for maintaining the integrity and accuracy of employee and payroll data, managing payroll inputs, managing employment administration and processes, and providing specialist payroll and HR operational advice to employees and managers. The position plays a key role in ensuring payroll compliance, data governance, and the efficient delivery of HR operational services across the organisation.

The position works closely with the People Systems & Projects Manager, who retains responsibility for HR systems strategy, governance, technology projects and major system enhancements.

This role focuses on operational administration, business process ownership, user support and continuous improvement of HR Core and payroll processes.

ACCOUNTABILITIES

Administer HR Operations by managing employee lifecycle transactions including appointments, employment variations, remuneration changes, organisational structure, positions and employee separations to maintain accurate employment records, legislative compliance and a positive employee experience.

Manage Payroll Operations End to End Activities by preparing and validating Domestic HR payroll inputs, coordinating receipt of approved International HR payroll inputs and submitting to the outsourced payroll provider, undertaking payroll review and exception checks prior to payment approval to ensure accurate, compliant and timely payroll processing. Monitor salary packaging arrangements to ensure statutory and organisational limits are not exceeded. Work with International HR to resolve IMS payroll discrepancies while International HR retains accountability for IMS assignment, remuneration and entitlement information.

Perform Payroll Review and Control Checks by reviewing payroll outputs, variance reports and exception reports across domestic and IMS payrolls, investigating anomalies with the relevant HR function, Finance and the outsourced payroll provider, and ensuring identified issues are resolved or appropriately escalated before payroll approval.

Maintain HR Core and Payroll Data Integrity by monitoring employee and payroll information within ELMO HR Core and Payroll, conducting data audits and resolving discrepancies to support payroll accuracy, reporting and organisational decision-making. Support International HR and Finance in investigating cross-system payroll discrepancies and implementing agreed

KEY PERFORMANCE INDICATORS

Employment changes completed accurately and within agreed service standards. HR records maintained with high data integrity and compliance.

Payroll inputs submitted by agreed deadlines. Payroll processed accurately with minimal adjustments, exceptions, payroll errors or corrections required.

Payroll review completed within agreed timeframes. Material variances and exceptions identified and resolved or escalated before payment approval. Post-payroll corrections minimised.

High levels of employee and payroll data accuracy maintained. Audit findings addressed promptly and corrective actions implemented.

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corrections within ELMO Payroll. Responsible for working with external auditors to respond to any payroll queries relating to employee payments / data. Support payroll reporting and year-end financial reporting by providing accurate employee and payroll information.

Provide Specialist HR Operations and Payroll Advice to employees and managers regarding payroll, employment conditions, leave, remuneration, payroll matters, HR policies, employee lifecycle processes, administration and HR Core functionality to deliver consistent, responsive, accurate and customer-focused service.

Ensure Payroll Governance and Compliance by maintaining payroll procedures, supporting statutory obligations, monitoring legislative changes and ensuring payroll practices comply with organisational policies and employment legislation, taxation and superannuation and record keeping requirements.

Partner with Finance to support payroll accounting requirements by providing reports required for payroll journals, International Office recharges, balance sheet payroll related reconciliations, leave liability reporting. Investigate variances and resolve discrepancies and support Finance with year-end financial reporting requirements, providing payroll data and analysis to support financial reporting requirements.

Outsourced Payroll Provider Management: Manage day to day relationship with outsourced payroll provider, ensuring service delivery standards achieved, to resolve payroll issues, investigate discrepancies, request additional reports and termination calculations, manage escalations and drive continuous payroll improvements initiatives.

Support HR Systems and Payroll Processes Improvements by identifying operational improvement opportunities and cross-system payroll issues, documenting business requirements, supporting data-flow and interface improvements across ELMO, Salesforce and NetSuite, participating in testing and partnering with the People Systems & Projects Manager to implement system enhancements and process improvements.

Maintain Operational Documentation, Business Continuity and Reporting by developing procedures, maintaining payroll documentation and preparing HR operational reports and other reports to support governance, compliance and business continuity, supporting audit activities and ensuring key processes are documented to support governance, compliance, knowledge management and business continuity

Payroll and HR queries resolved within agreed service levels. Positive stakeholder feedback and service outcomes achieved.

Legislative and regulatory compliance obligations maintained. No significant audit findings or compliance breaches. Policies and procedures remain current.

Payroll accounting information provided accurately and on time. Payroll related balance sheet reconciliation supported and discrepancies resolved promptly. Strong working relationships maintained.

Payroll issues and escalations resolved within agreed timeframes. Service level expectations achieved Strong working relationships maintained.

Process improvements identified and maintained. Contributions made to system enhancement, testing activities and operational efficiencies.

Procedures and other documentation maintained and current. Operational reports delivered accurately and on time.

CHALLENGE & CREATIVITY / DECISION-MAKING

The role exercises judgement in:

- Interpreting employment conditions, payroll requirements and organisational policies to ensure compliant payroll outcomes.
- Assessing payroll and HR data issues, determining appropriate corrective action and escalating complex matters where required.
- Balancing competing operational priorities while maintaining payroll deadlines and service standards.
- Identifying opportunities to improve HR operational processes, data quality and system utilisation while partnering with the People Systems & Projects Manager on broader system enhancements.

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KNOWLEDGE, SKILLS & EXPERIENCE

Qualifications

- Degree or diploma in Human Resources, Business, Commerce or a related discipline, or equivalent relevant experience.
- Demonstrated experience in HR Operations, payroll administration or HR manager/advisory roles.
- Experience coordinating outsourced payroll services.
- Experience administering HRIS and payroll systems, preferably ELMO HR Core and Payroll.
- Experience managing employee lifecycle administration and HR records.
- Experience working with employment legislation, awards and statutory payroll requirements.
- Experience developing operational procedures and improving business processes.
- Experience investigating payroll and data discrepancies across multiple business systems and working collaboratively with relevant teams to resolve issues.
- Experience managing outsourced payroll service providers, including vendor performance monitoring, issue resolution, compliance oversight, stakeholder engagement and continuous process improvement.

Knowledge

- Sound knowledge of Australian employment legislation and National Employment Standards.
- Understanding of payroll legislation including PAYG, Superannuation, Single Touch Payroll and statutory obligations.
- Knowledge of HR administration and employee lifecycle processes.
- Understanding of HR information systems and data governance principles.
- Understanding of payroll data integrity, reconciliation and the interfaces between HR, payroll and finance systems.

Skills

- Strong analytical and problem-solving capability.
- Excellent attention to detail and commitment to data accuracy.
- Strong customer service and stakeholder management skills.
- Ability to interpret employment conditions and payroll requirements.
- Highly developed written and verbal communication skills.
- Strong organisational skills with the ability to manage competing priorities.
- Advanced Microsoft Excel capability and strong experience working with HRIS and payroll systems, including data analysis and reconciliation.

COMPETENCIES

Integrity and Accountability – Acts ethically, maintains confidentiality and takes ownership for delivering accurate, compliant outcomes.

Customer Focus – Delivers responsive, practical and professional support to employees and managers.

Collaboration – Builds effective working relationships across teams and with external providers.

Attention to Detail – Produces accurate, high-quality work and maintains reliable employee and payroll data.

Continuous Improvement – Identifies opportunities to improve processes, systems and service delivery.

Problem Solving – Applies sound judgement to resolve issues and recommend practical solutions.

Communication – Communicates clearly, professionally and effectively with a range of stakeholders.

Planning and Organising – Manages competing priorities and delivers work within agreed timeframes.

Our Values

All employees are expected to demonstrate and uphold MSFA's values in everything they do –

We act with courage, integrity, inclusion and pragmatism—doing what is right even when difficult, treating others with honesty and respect, valuing diverse perspectives and creating a sense of belonging, while making thoughtful, flexible and responsible decisions that balance quality, equity, sustainability and impact.

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DATE:	
Signed: (Job Holder)	
Signed: (Manager / Director)	