



# Job Description Form

## 019527 Manager Payroll Services

HR Systems, Reporting and Payroll

### Position details

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Classification Level: 7

Award/Agreement: Public Service Award 1992 / Public Sector CSA Agreement  
(and subsequent agreements)

Position Status: Permanent

Organisation Unit: Corporate Services, Human Resources

### Reporting relationships

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Responsible to: 020250 Assistant Director HR Systems, Reporting and Payroll  
– Level 8

**This position: 019527 Manager Payroll Services - Level 7**

Direct reports: 013368 Payroll Coordinator – Level 6  
013573 Payroll Coordinator – Level 6

### Overview of the position

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As a Human Resources (HR) community of expertise, the HR Directorate is positioned as a strategic business partner developing innovative people solutions, functional excellence and workforce reform initiatives; and leading best practice to support the organisation's biggest investment – its people.

The Manager Payroll Services works in a dynamic business environment and adapts to change and uncertainty in a productive manner, providing strategic leadership and direction to the Payroll Services team.

The Manager Payroll Services is responsible for overseeing a large team that undertakes payroll related activities, this includes the full range of pay, benefits and entitlements for a large and highly complex agency. In addition, the role is responsible for leading the development, implementation, transparency and integrity of effective processes and procedures for the delivery of a consistent, accurate and efficient payroll service, whilst maintaining a focus on business improvement and ensuring effective controls and systems are in place.

## **Job description**

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As part of the HR Systems, Reporting and Payroll branch, the successful applicant will be expected to:

- Work to improve communication and model integrity and respect in all interactions.
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity.
- Operate within the chain of command to coordinate activities required to meet the Department's strategic objectives.
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate.
- Facilitate cultural and management reforms within the Department through leadership and engagement.
- Represent the Department's interest on committees and working groups as required.

## **Role specific responsibilities**

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- Operates strategically in the application of priorities and goals that support the Department.
- Provides strategic leadership and coaching to the Payroll Services team, with a culture that focuses on continuous improvement, ongoing evaluation, personal accountability, and best practice.
- Contributes towards and coordinates the planning and overall management of a successful payroll service that can adapt with the changing needs of the organisation, assuring governance of payroll processes and controls to mitigate risk.
- Supports the provision of strategic advice to the Department's Leadership and Senior Managers on complex payroll issues and legislative compliance requirements.
- Develops high level relationships with internal and external clients to meet planned outcomes in accordance with relevant policies, legislation, standards and service levels.
- Conducts ongoing research, analysis and evaluations related to operational personnel and payroll services.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

## **Job related requirements**

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In the context of this position, the ability to demonstrate the following skills, knowledge and experience.

## **Shapes and Manages Strategy**

The ability to; provide direction to others regarding the purpose and importance of their work , set work tasks that align with strategic objectives and communicates the expected outcomes, understand the Department's objectives and aligns project activities accordingly, consider the ramifications of identified issues and evaluate their potential impacts on work plans and operational goals, gather and investigate information from a range of sources and explore new ideas and different points of view, investigate best practice approaches that may enhance service delivery are important for this role.

## **Achieve Results**

The ability to; critically review project/program performance, identify areas of improvement and initiate changes to ensure positive outcomes, identify key talent that will enhance and support performance, remain flexible and responsive to changes in requirements, seek specialist expertise and capitalise on the expert knowledge and skills of others, set clear plans and timeframes for project implementation and outlines specific activities that support success, respond in a positive and flexible way to change and uncertainty, share information and own expertise with others, see projects through to completion, monitor project progress and adjusts plans as required to meet deadlines, commit to achieving quality outcomes and seek feedback from stakeholders to gauge satisfaction are all fundamental to this role.

## **Builds Productive Relationships**

The capacity to; build and sustain relationships with a network of key people internally and externally, be proactive in offering assistance for a mutually beneficial relationship, anticipate and be responsive to internal and external clients' needs, involves, encourages and recognises the contributions of people, consult and share information and ensures that others are informed of issues, work collaboratively with the team, encourage the exploration of diverse views and try to see things from different perspectives, identify learning opportunities and strengths within the team and delegate tasks accordingly, set clear performance standards and provide timely praise and recognition, provide constructive objective feedback in a manner that gains acceptance and achieves resolution, deal with poor performance promptly are requirements for this role.

## **Exemplifies Personal Integrity and Self-Awareness**

This role requires; a high level of personal commitment to integrity, professionalism, probity and personal development, adherence to the Code of Conduct, the ability to provide forthright and impartial advice - to challenge important issues constructively and stand by own position when challenged, to seek advice and guidance when required, takes personal responsibility for meeting objectives and shows initiative and acts proactively to progress work to meet deadlines, able to remain positive and respond to pressure in a controlled manner – continues to progress work despite criticisms and setbacks, a strong commitment to learning and self-development and acceptance of challenges and new opportunities.

## **Communicates and Influences Effectively**

A demonstrated ability to: present messages confidently and persuasively and to successfully listen, understand and adapt to a range of audiences, approach negotiations with a strong grasp of key issues, able to frame persuasive arguments that take account of

opposing views, encourage support from relevant stakeholders, strive to achieve outcomes that benefit both parties are all requirements for this role.

### **Role Specific Criteria**

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- Demonstrated strategic leadership experience of payroll management in a large and complex organisation, with the ability to plan, prioritise and influence individual and team performance to achieve business outcomes and targets.
- Demonstrated high-level professional knowledge of the relevant Acts, Awards, Agreements, Regulations and government policies, including the ability to apply that knowledge in a HRMIS software context.
- Well-developed communication and interpersonal skills to build and maintain effective stakeholder relationships to achieve a strong customer focus in the delivery of services.
- Demonstrated ability to achieve balanced outcomes as they relate to team productivity and Departmental risk, and effectively manage change, while recognising the competing priorities of stakeholders and the need to harness technology in the delivery of best-practice solutions.
- Demonstrated high-level conceptual, analytical and problem-solving skills with the ability to provide high level advice and innovative solutions on complex issues and problems.

### **Special requirements/equipment**

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- Nil

### **Certification**

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The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Director Human Resources

Signature: \_\_\_\_\_ Date: November 2023

HR certification date: November 2023