Position Description – Payroll Officer

Position Number:	1039
Directorate:	Services
Business Unit:	People and Culture
Hours Per Week:	35
Award:	Local Government (State) Award
Grade (SAS):	14
Location:	Civic Centre
Position Reports to:	Payroll Coordinator
Direct Reports:	Nil

Our Values



Customer focus

We listen to the needs and wants of our customers and provide exceptional customer service



Integrity

We are fair and consistent in our actions, and we act ethically, honestly, responsibly and respectfully



Consultation

We seek to understand before acting and are sensitive to residents' needs and situations



Leadership

We focus attention on what is really important, lead by setting a good example and seek to improve outcomes, processes and relationships



Equity

We deal equally and honestly with customers and each other

Position Overview

The Payroll Officer is responsible for the accurate and timely administration of payroll services, ensuring employee payments and entitlements are processed in accordance with the Local Government (State) Award, applicable industrial instruments, legislation, Council policies and payroll procedures. The position provides operational payroll support to employees and managers while working under the direction of the Payroll Coordinator to maintain payroll compliance, data integrity and service excellence.

Principal Accountabilities

Payroll Administration and Processing

- Accurately process payroll transactions in accordance with established payroll schedules, policies and procedures.

- Process employee/new starter commencements, transfers, contractual variations and terminations within the payroll system.
- Calculate and process salaries, wages, allowances, overtime, deductions, leave payments and other employee entitlements.
- Ensure all payroll transactions are completed accurately and within prescribed timeframes.

Timekeeping and Leave Administration

- Review and process timesheets, attendance records and leave applications to ensure completeness and compliance.
- Maintain employee leave records including annual leave, personal leave, long service leave, parental leave and other approved leave types.
- Reconcile leave balances and investigate discrepancies as required.
- Monitor leave accruals and notify the Payroll Coordinator of any significant anomalies or issues.

Payroll Compliance

- Apply payroll provisions in accordance with the Local Government (State) Award, relevant employment contracts, Council policies and legislative requirements.
- Process PAYG taxation, superannuation contributions and other statutory deductions accurately.
- Assist in ensuring payroll activities comply with taxation, superannuation, industrial relations, privacy and employment legislation.
- Escalate complex payroll compliance matters to the Payroll Coordinator.

Employee and Customer Service

- Provide professional and timely assistance to employees and managers regarding payroll-related enquiries.
- Respond to payroll queries relating to pay, leave entitlements, deductions and payroll procedures.
- Assist employees in understanding payroll processes and requirements.
- Resolve routine payroll issues and refer complex matters to the Payroll Coordinator where appropriate.
- Ensure appropriate and timely communication and correspondence to stakeholders.

Payroll Data Integrity

- Maintain accurate employee records and payroll information within Council's payroll and HR systems.
- Conduct regular checks and reconciliations to ensure payroll data integrity and accuracy.
- Identify and report payroll discrepancies, errors or irregularities for corrective action.
- Ensure employee information is maintained in accordance with privacy and confidentiality requirements.

Reporting and Reconciliations

- Prepare payroll reports, reconciliations and supporting documentation as required.
- Assist with payroll-related reconciliations to support the Finance function.
- Provide payroll data and information to support reporting requirements, audits and workforce planning activities.

- Assist the Payroll Coordinator with end-of-month and end-of-financial-year payroll activities.

Audit and Governance Support

- Maintain payroll documentation and records to support internal and external audit requirements.
- Follow established payroll controls and procedures to minimise payroll risks.
- Assist the Payroll Coordinator in implementing corrective actions arising from audit findings.
- Ensure payroll records are retained in accordance with legislative and organisational requirements.

Continuous Improvement

- Identify opportunities to improve payroll processes, efficiency and service delivery.
- Participate in payroll system testing, upgrades and process improvements as required.
- Contribute to the development and maintenance of payroll procedures and work instructions.

Team Collaboration and Business Continuity

- Work collaboratively with the People and Culture team, Finance and other stakeholders to support payroll outcomes.
- Provide support to the Payroll Coordinator to ensure continuity of payroll services.
- Maintain documented payroll processes and procedures to support business continuity.
- Undertake other payroll-related duties and other HR projects consistent with the position as directed by the Payroll Coordinator and/or the Manager – People and Culture.

Key Organisational Accountabilities

- Abide by the principles of Council's Code of Conduct – and other Council policies and procedures – in the carrying out of all Council duties: integrity, leadership, selflessness, objectivity, accountability, openness, honesty and respect.
- Contribute to improved customer service and organisational effectiveness, by acting ethically, with honesty and fairness.
- Provide exceptional customer service by listening to the needs of each customer and action in a prompt, professional and courteous manner at all times.
- Foster innovation through seeking to improve outcomes, processes and relationships.
- A commitment to ensuring the organisation is child safe.
- Identify, assess and manage all risks associated with the function.
- A commitment to Council’s Fraud and Corruption prevention strategy.
- Report injuries, accidents, incidents and near misses in the work area and on the corrective actions taken to prevent reoccurrence.
- Always ensure your actions contribute to a safe and healthy workplace.
- Use and properly maintain appropriate safety clothing and personal protective equipment.
- Ensure EEO, the principles for a culturally diverse society, and Council policies are complied with at all times.

Selection Criteria

Essential

Qualifications

- Relevant tertiary qualifications in Accounting and Bookkeeping, Payroll Administration, Business Administration or a related discipline, and/or equivalent demonstrated experience.

Skills/Experience

- Demonstrated experience in the processing of end-to-end payroll within an organisation.
- Experience interpreting and applying industrial awards, enterprise agreements, employment contracts and relevant legislation.
- Experience using computerised payroll and timekeeping systems.
- Sound knowledge of payroll legislation and statutory obligations, including PAYG taxation, superannuation, payroll tax and leave entitlements.
- Understanding of privacy, confidentiality and records management requirements relating to payroll information.
- High level accuracy and attention to detail, with the ability to identify and resolve payroll discrepancies.
- Strong numerical, analytical and reconciliation skills.
- Well-developed written and verbal communication skills, with the ability to explain payroll information clearly and professionally.
- Demonstrated customer service skills with the ability to effectively respond to employee and management enquiries.
- Proven ability to prioritise workloads, meet deadlines and work effectively during peak payroll periods.
- Proficiency in the use of payroll, human resources and time and attendance systems, together with intermediate Microsoft Excel skills.
- Demonstrated ability to learn and adapt to new systems and technologies.
- Ability to work collaboratively within a team environment and contribute positively to team outcomes.
- Demonstrated ability to maintain strict confidentiality and exercise discretion when handling sensitive employee information.
- Commitment to continuous improvement and delivering high-quality payroll services.

Desirable

- Experience working within the Local Government industry.
- Experience using payroll systems such as Civica Authority or similar enterprise payroll systems.
- Knowledge of Local Government Award interpretations, allowances and leave provisions.
- Advanced Microsoft Excel skills, including reporting and data analysis.
- Experience assisting with payroll reconciliations, audits and year-end payroll processes.

Other

- Position Holder in this position will be subject to relevant and ongoing probity checks as determined by Council.

Signature

Position Holder: _____ Date: _____

Reviewed and Finalised **Date: October 2026**