

Position Description – Payroll Coordinator

Position Number:	1038
Directorate:	Services
Business Unit:	People and Culture
Hours Per Week:	35
Award:	Local Government (State) Award
Grade (SAS):	18
Location:	Civic Centre
Position Reports to:	Manager – People and Culture
Direct Reports:	1

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 Coordinator provides expertise in payroll and remuneration related areas to the council, overseeing other payroll professionals, ensuring a high level of accuracy, customer service and provide expert payroll advice, support to the Manager – People and Culture and work with the wider P&C team.

From a BAU perspective, the Payroll Coordinator effectively manages and maintains an accurate, compliant and up-to-date payroll and personnel management system, ensuring full adherence to the Local Government (State) Award, Taxation, Statutory requirement, Council policies, and the Council's Salary Administration System.

The Payroll Coordinator will also be responsible for the development of improving internal processes, development of council-wide Payroll policies and procedures and undertake Payroll related projects whilst participating in People and Culture projects for council.

Principal Accountabilities

Payroll Processing and Administration

- Manage and coordinate an end-to-end payroll service and ensure all is accurate and delivered in a timely manner.
- Prepare and process the weekly payroll, including data entry of timesheets and plant sheets, ensuring correct job allocations, hours worked, standard pays and appropriate authorisations.
- Calculate and process overtime, allowances, loadings, higher duties, shift penalties and leave entitlements in accordance with the Local Government (State) Award, Council's Salary Administration System and other relevant Industrial Agreements.
- Manage Single Touch Pay (STP) reporting requirements including Pay Day Super.
- Process new starters into payroll system, process terminations off payroll system and processing of associated payments (including ETPs, AL/LSL payouts, pro-rata leave and transfer Certificate of Service).

Compliance, Reconciliations and Statutory Obligations

- Ensure payroll processing complies with taxation, superannuation, industrial relations and legislative requirements.
- Reconcile and balance payroll-related accounts on a monthly basis, including but not limited to:
 - Payroll Year-to-Date balances
 - Payroll Suspense Account
 - RDO Account
 - Superannuation Accounts
 - Worker's Compensation Suspense Account
 - Monthly Councillors' Payments
 - Deemed employee – contractor payments
 - Reimbursement – FBT related invoice
- Process Superannuation Contributions via the Clearing House within statutory deadlines.
- Process and remit payroll deductions monthly or as otherwise required, maintaining a clear audit trail of authorised employee deductions.
- Maintain the superannuation online portal, submit new employee notifications and contributions for all superannuation schemes as per statutory deadlines.
- Prepare and finalise annual year-end payroll requirements, including payment summaries, leave liability reports and statutory reporting as at 30 June.
- Reconcile Workers Compensation claims in conjunction with Council's WHS team.
- Assist with internal and external audit requirements by maintaining accurate documentation and internal controls.

Systems Management and Records Control

- Maintain and administer Council's Payroll System to ensure accuracy and data integrity and correct configuration of Award rules.
- Conduct regular audits of payroll transactions, leave balances and system calculations

- Update and maintain current knowledge of Award rates, salary system changes and legislative updates affecting payroll.
- Prepare statutory employment reports and maintain payroll records in accordance with retention requirements.
- Manage secure digital and physical storage of payroll records, reports and confidential employee information.

Advice, Communication and Customer Service

- Provide accurate, confidential and specialist payroll advice to Manager – People and Culture, Chief Financial Officer, the executive leadership team and other relevant key stakeholders whilst fostering a positive, collaborative, and customer-focused team culture
- Coordinate in the application and interpretation of the Local Government (State) Award and Council policies in relation to payroll matters, ensuring accuracy, consistency and compliance.
- Investigate and resolve payroll discrepancies, errors and employee enquiries promptly.
- Prepare payroll-related reports for Manager – People and Culture, Finance, executive leadership team and wider People & Culture team as required.
- Complete end-of-month and end-of-year financial processes and reporting.
- Respond to payroll-related correspondence professionally and within required timeframes.
- Ensure regular, systematic and appropriate communication to management and staff regarding Payroll matters, including timesheeting reminders, system errors or issues, applications of leave (including annual end of year shut down arrangements), etc.

Additional Responsibilities

- Lead and manage any direct reports as well as to assist with the development and cross-skilling of others who may be asked to assist with payroll as required.
- Develop and maintain payroll policies, procedures, work instructions/team manuals and process maps/cheat sheets.
- Identify opportunities for process improvement and automation.
- Manage payroll calendar, deadlines and internal cut-off notifications.
- Ensure business continuity for payroll, including backup processes and risk mitigation.
- Undertake other payroll-related duties and other HR projects consistent with the position as directed by the Manager – People and Culture.

Key Organisational Accountabilities

- 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.
 - Ensure that the following principles from Council's Code of Conduct are taken into consideration in the carrying out of all Council duties- integrity, leadership, selflessness, objectivity, accountability, openness, honesty and respect.
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- 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; and
- 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 extensive payroll management experience.

Skills/Experience

- Demonstrated extensive experience in end-to-end payroll processing within a structured organisation, including timesheet administration, Award interpretation, calculation of allowances and overtime, leave processing, and Single Touch Payroll (STP) compliance.
- Strong knowledge and experience in payroll management and compliance, including taxation, superannuation, workers' compensation, and other payroll obligations, ensuring accurate, compliant, and efficient payroll operations.
- High-level competency with payroll systems, including data integrity management, system maintenance, reporting, problem-solving and troubleshooting.
- Strong time management skills, with the ability to meet strict payroll deadlines and manage competing priorities effectively.
- Excellent communication and customer service skills, with proven ability to provide clear, confidential advice on complex payroll matters to employees, supervisors and managers.
- Exceptional accuracy, attention to detail and organisational skills, with demonstrated capability to work independently and maintain high standards of quality.
- Proven ability to maintain secure and confidential payroll records in accordance with privacy, audit and governance requirements.
- High proficiency in Microsoft Office, particularly Excel for payroll reporting, reconciliation and analysis.

Desirable

- Comprehensive knowledge of the Local Government (State) Award.
- Experience working in payroll within the Local Government sector.
- Knowledge and experience with Civica Authority System.
- Knowledge and experience with Content Manager (TRIM).

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