

POSITION DESCRIPTION

Senior Officer - Payroll

Division:	Human Resources
Department:	Payroll
Job Profile:	CS Level 7
Banding or Award:	Non Award Band C
Reports To:	General Manager – Payroll & Rostering

About Us

Ability Options is a not-for-profit organisation that is characterised by a strong Vision, continuous Mission, and universal Values. We keep the people we support at the centre of our hard work by providing Disability and Employment services across NSW. We offer vulnerable people high-quality services that foster their wellbeing and inclusion in the community. We pride ourselves on delivering a person-centred approach, highlighting people’s right to both choice and self-determination. We have a passion to make an impact on people’s lives. We champion all people to achieve their aspirations and goals, ensuring they are included in their chosen community and have access to a range of opportunities.

The Ability Options workplace is a safe and diverse environment that encourages strong leadership and innovation. People are our greatest asset, as our services create experiences and opportunities for our customers. Our personalised and responsive support is rewarding not only for people using our services, but also for our employees. We work alongside partners who share and exercise our Values of Trust, Inclusion, Respect, Courage and Leadership. Whether it is providing employment opportunities, giving work experience, or assisting people to live in various scenarios, we provide meaningful experiences, and inclusion for everyone.

Our Values



INCLUSION

We **embrace, encourage** and support **diversity** in everything we do



LEADERSHIP

We are a sector and service leader by **innovating, improving,** and **partnering** with others



COURAGE

We **act** on our **values** ensuring they are central to everything we do.



RESPECT

We treat our participants, their families, communities, partners and each other with **dignity, appreciation,** and **recognition**



TRUST

We deliver on our promises, encourage feedback and work with **honesty** and **openness.**

Primary Purpose

The Senior Officer - Payroll function has responsibilities covering supervising and participating in the payroll processing relating to data migration, system maintenance, shift approval, compliance management, and legislation and award compliance for all payroll services and team management to ensure payroll administration and transactional pay run processing for all employees across all departments at Ability Options is processed in a timely manner.

This role will work collaboratively with internal and external stakeholders to assist with the success of complex rostering and payroll practices, overtime management, award compliance, system maintenance, reporting, training, and leave management within all areas associated with payroll. The role will also work closely with the rostering and payroll team members to assist in the fortnightly pay runs, pay enquiries, timesheet data entry and manual transactions as directed in an efficient and timely manner.

The focus of the Senior Officer - Payroll is outlined below:

- Assist in the performance management of payroll staff including monitoring workloads, recommend appropriate leave coverage, and identify training and development needs.
- Collaborating with the Payroll Officer and Payroll Administration Officer to ensure Payroll controls are properly administered and appropriately authorised for accurate payroll payments.
- Collaborating with Workforce Support Officer and Payroll Rostering Officer to ensure all mobile workforce timesheet management is complete and in line with award conditions.
- Work with Practice Managers to develop and implement a strong working knowledge of award conditions to manage and improve payroll practices.
- Produce accurate business intelligent reports from the payroll systems in a timely and regular manner to support the operational needs of the business.
- Ensure compliance with all relevant awards, legislation, standards, and regulations.
- Assist in the fortnightly payroll duties as directed in an efficient and timely manner ensuring payroll and reporting deadlines are always adhered to.

Key Accountabilities

Application of Organisation/ Sector Knowledge:

- Excellent working knowledge of relevant underpinning principles of rostering and payroll, as relevant to the role.
- Maintain excellent working knowledge of Ability Options strategies, policies, processes, procedures, systems, and service offerings including vision, mission, and values of the organisation.
- Maintain a working knowledge of organisation infrastructure.
- Excellent working level knowledge of applicable Modern Awards (SCHADS, LMAI, Modern Nurses, Modern Clerks and Health Professional Award).
- Excellent working knowledge of database procedures and integration (such as Skedulo, Tambla, MicrOpay and Sage).
- Knowledge of applicable legislations and regulations pertaining to Taxation, Superannuation, Fair Work and Fringe Benefit.

Planning:

- Demonstrate strategic thinking to secure current and future sustainability of Ability Options operations.
- Ensure data integrity is maintained across systems appropriate to the role.
- Monitor and review award interpretation to ensure accuracy of all output payment files.
- Work collaboratively with operations and the management team to provide reports and recommendations relating to rostering, overtime targets and meeting strategic objectives.
- Monitor and complete payroll processing operations on a day-to-day basis.

Teamwork/ Leadership and Culture:

- Effectively coordinate and support management with training and developing of award conditions and rostering process
- Role model Ability Options' culture/ values and share knowledge with stakeholders.
- Approach own work and problem resolution creatively and flexibly.
- Ensure all documentation is completed in accordance with policies and procedures.
- Resolve problems and foresee consequences.
- Collaborate with other senior leaders regularly to discuss operations, performance, and outstanding issues.
- Deputise for the General Manager – Payroll and Rostering during holiday relief and perform all higher duties as relevant to this role.

Communication:

- Develop and maintain effective relationships with internal and external stakeholders.
- Ensure effective listening skills and seek/provide and/or share information in an appropriate and respectful manner.
- Resolve routine issues without assistance- escalate, seek guidance for more complex issues.
- Effectively collaborate with internal stakeholders to ensure consistency across the organisation.
- Engage positively with internal and external stakeholders to ensure our customer service identify and meet the expectations of employees.

Service Excellence:

- Deliver accurate and prompt data entry of employee rostering and scheduling information in rostering management systems.
- Run reports as required.
- Promote and deliver rostering and award training sessions on functionality of databases and award conditions and updates.
- Conduct regular audits of award interpretation data to ensure accuracy of data integrity.
- Assist in developing customised reports for internal stakeholders on shift information/ overtime costs/ statistics/ worked hours targets.
- Maintain a high standard of processing and service standards.

Quality- Continuous Improvement:

- Ensure service excellence are delivered efficiently and effectively according to policy and process and suggest opportunities for improvement.
- Check for inconsistencies in data/practices and address appropriately.
- Maintain issues log for recurring incidents and escalate issues as required to ensure resolution.
- Adopt and utilise timesaving and efficiency enhancing procedures/practices.
- Commitment to pro-actively participate in, developing and maintaining best practice procedures ensuring quality results.

Financial Sustainability:

- Work collaboratively with Managers to reduce the cost of overhead expenses and be proactive in assisting to reducing costs.
- Minimise cost of service through the effective rostering of staff.
- Ensuring that all end of month reports, including leave liabilities, financial reporting and leave accruals are processed, balanced and are available to managers on time.
- Ensuring that all financial accounts reconcile including PAYG Payment Summary's, superannuation, and employee deductions.

Risk Management/ Compliance/ WHS:

- Apply Ability Options risk management framework to all operations to mitigate risk.
- Work with GM Payroll and Rostering to ensure contingency plans are in place to pay staff in a system failure event.
- Apply safe work practices- comply with current WHS legislation and responsibilities.
- Be responsible for the health and safety of the workforce.

- Ensure clear and prompt communication with operations and the management team on matters that hold reputational, legal, or financial risk to Ability Options.
- Ensure all processing controls are adhered to.

Position Dimensions

This role reports to the General Manager – Payroll and Rostering.

Freedom to Act is subject to Delegation Policy, relevant legislation, regulations, Ability Options policy and procedures, in conjunction with CEO directives.

Exercise judgement and initiative.

Financial delegations as per Ability Options policy and within agreed budgets.

Key Relationships

- | | | |
|------------------------------|-----------------------------|---------------------------------------|
| • General/Senior Managers | • Practices Managers | • Other Managers |
| • Employee | • Payroll/HR Team Members | • Government Agencies |
| • Third-Party Agencies | • Support Staff – PSO | • Other Community Based Organisations |
| • Contractors and Volunteers | • Salary Sacrifice Supplier | • Software Supplier and vendors |

ESSENTIAL CRITERIA

- Minimum HSE certificate with evidence of continued self-development
- Sound working experience with Payroll, Time and Attendance Management Systems and HR information systems.
- Strong customer service and communication skills- written and verbal.
- Accurate and fast data entry and data management skills.
- Ability to plan workloads for self and others, manage deadlines, and use problem-solving skills.
- Demonstrated ability to maintain customer focused relationships with various stakeholders, all levels of management, and front-line service delivery staff.
- Intermediate to advanced skills in Microsoft packages including Excel and PowerPoint.
- Adaptable and resilient to respond to changing business needs, conditions and work responsibilities that achieve successful outcomes.
- Outcomes focused, deliver results, and take personal responsibility for the quality, achievement of outcomes and quality of work.
- Ability to quickly gain a strong Knowledge of the SCHADS, LMIA, Nurses, Clerks and Health Professionals Modern Industry Awards.
- Ability to gain a knowledge of Ability Options principles, policies, procedures, and practices.
- Contribute to the out of hours on call roster, up to 5 evenings and one weekend per month and in particular to provide holiday relief to payroll and workforce support team members.
- Valid Working with Children and Police Checks.

DESIRABLE CRITERIA

- Understanding of Human Resources/Payroll in human services sectors
- Experience in MicrOpay and Tambla/Comops
- Proven ability to recognise opportunities for process improvement, and to propose and subsequently implement approved changes to process.

SIGN OFF

Employee Name:

Signature:

Manager Name:

Signature:

Date:

VERSION CONTROL

PD DEVELOPED BY:

GM – Payroll & Rostering

PD APPROVED BY:

REVIEWED BY HR:

Chief Human Resources Officer

PD EFFECTIVE DATE:

June 2023