

Westhaven Ltd

Our Vision – **Live how you choose**
Our Core Values – **C.H.O.I.C.E**

Position Title	P&C Systems Manager	Reports to	Director of People and Culture	
Number of Direct Reports	2.5 x P&C Assistants	Position Location	Dubbo (preferred), Orange, Bathurst negotiable	

Purpose of the position

The P&C Systems Manager will be responsible for managing all systems and processes containing people management data including, and not limited to, payroll, staff appointments and movements, rostering and compliance processes within the People and Culture (P&C) Team.

Decision making

- **Data Accuracy:** Ensuring all HR and payroll systems have correct, up-to-date information, in alignment with Legislation and Awards.

Key Responsibilities	
Westhaven Group (including Board) Payroll and Human Resources Processing	<p>Oversee the transactional team and be responsible for:</p> <ul style="list-style-type: none"> • Ensuring the human resource payroll systems are a source of truth for: <ul style="list-style-type: none"> - Application of industrial conditions - Contract and classification setup - Fortnightly payroll transactions and human resource movements

	<ul style="list-style-type: none"> - Diversity and Inclusion indicators • Establishment and maintenance of procedures for team tasks, ensuring succession and business continuity. • Proactive management of the Support Portal P&C Queries, including reporting and identifying key themes for broader team action • Processing and reporting on leave including: <ul style="list-style-type: none"> ○ FDVL (in conjunction with PMM team) ○ Parental leave ○ Excess Leave • Team representation at meetings such as rosters, payroll, compliance or other transactional related meetings.
Reporting and Analysis	<ul style="list-style-type: none"> • Develop and deliver accurate weekly, monthly and annual reports on key organisational statistics. • Provide insightful commentary and trend analysis to inform and support strategic decision-making. • Design and execute complex ad hoc reports to address specific business queries. • Managing annual data related reports such as WGEA, NDS as examples
System Management and Lead	<ul style="list-style-type: none"> • Lead and implement continuous improvement initiatives for employee and manager interfaces on Martian Logic and HR3 systems. • Ensure optimal system functionality and a positive user experience. • Troubleshoot and resolve system issues, acting as the primary point of contact for internal users. • Collaborate closely with external supplier contract managers and internal Digital and IT
Compliance lead	<ul style="list-style-type: none"> • Oversee the transactional team and be responsible for compliance verification, management and reporting including: <ul style="list-style-type: none"> ○ Drivers Licence ○ WWCC ○ NDISWC ○ RCWC ○ Visa and conditions

Additional duties

- Completing periodic audits in relation to the above key responsibilities.
- Liaising with internal and external auditors.
- Other related or relevant duties as required.

Knowledge, Skills, Experience and Compliance

Knowledge

- Ability to interpret Industrial Awards, and apply them to the human resource payroll system and to the business context.
- Experienced in payroll and human resource transactional processes for large organisations.
- Experience in HRIS systems change management.
- Knowledge of broader legislative requirements relating to payroll would be well regarded.

Skills

- Well-developed leadership ability, including the ability to positively manage a small team, customer service focus, negotiation skills and professional approach to communication.
- Data gathering, cleansing and analysis skills.
- Keen attention to detail and accuracy.

Experience

- Candidates may have a strong background in payroll, with at least 4 - 6 years of relevant experience.
- Candidates may have tertiary qualifications in Finance, Accounting, Data Management or Business related areas.
- Candidates must be experienced in front line management, with a willingness to communicate and support team members to achieve their roles

Compliance

- Current valid NSW Drivers licence.
- Obtain and maintain a current paid Working with Children Check (WWCC).
- Obtain and maintain a valid National Disability Insurance Scheme Workers Check (NDISWC).
- Have a current Covid-19 Vaccination status.

Key Challenges

- **Process Improvement:** Make HR and payroll processes more efficient and user-friendly.
- **Data Reporting:** Make decisions on what data to report and how to present it to leaders for strategic planning.
- **Issue Escalation:** Decide when to handle issues yourself and when to escalate them to the Director of People and Culture.

[NDIS Workforce Capability Framework](#)

- The NDIS Workforce Capability Framework describes the attitudes, skills and knowledge expected of all workers funded under the NDIS. It gives clear, practical examples and establishes a shared language of 'what good looks like' for participants when they receive NDIS services and support.
- The Framework translates the NDIS Commission's principles, Practice Standards and Code of Conduct into clear and observable behaviours that service providers and workers should demonstrate when delivering services to people with disability.
- All Westhaven employees are encouraged to review the [NDIS Workforce Capability Framework](#) for a full list of capabilities and the descriptors relevant to their role.

NDIS Workforce Capability Framework

Supervision and Frontline Management

Capability Group

Capability Name and Description



Manage, supervise and coach others

Model and reinforce values in organisational culture and practice

- Support and model a culture that promotes the principles of the NDIS, such as upholding rights, celebrating diversity and respecting the voice of those with lived experience.

Promote quality through consistent good practice

- Set clear expectations of what best practice looks like, provide access to support and coaching, and develop worker awareness and capabilities to deliver quality support and services.

Support health and manage risk

- Implement policies, procedures and systems for effective health and risk management so that workers know their roles and responsibilities, look out for their own safety, and balance dignity of risk with duty of

care when supporting participants.

Foster and develop a capable workforce

- Support workers to understand capability expectations at different levels, provide constructive feedback, and create informal and formal opportunities for them to develop their capabilities and build a career.