

Job Description

25 June 24



Payroll Officer

Reports to: Payroll Manager

SBS Values, Vision and Purpose

The Payroll Officer is responsible for undertaking their work in a way that reflects SBS's Charter, Vision and Values and complies with relevant SBS policies, procedures and practices. At SBS, we expect you to be audience obsessed, be bold and brave, embrace difference, participate fully and ensure that we look out for one another. We are all working together to fulfil SBS's purpose and create a more cohesive society.

Division Purpose – People and Culture

We create amazing employee experiences.

Role Purpose

Reporting to the Payroll Manager, the Payroll Officer is responsible for inputs, checks and calculations for the organisation's payroll. Working closely with the People & Culture Payroll and P&C Services Teams as well as the organisations outsourced payroll provider, this role will ensure information in the payroll is up to date and accurate at all times.

The role will cover the full spectrum of pay related queries, EA interpretation, policy advice, employee entitlements & other legislation advice with an emphasis on providing exceptional customer service.



Main Responsibilities

Main tasks of the role:

- Commence and maintain staff details in the payroll system to ensure correct payment of salary and entitlements.
- Process roster variations and payroll adjustments.
- Calculate and process termination payments for exiting employees.
- Perform all necessary payroll checks and controls.
- Provide advice to Managers, Schedulers and Employees, relating to rostering, superannuation and entitlements ensuring adherence to the SBS Enterprise Agreement, SBS policies and obligations.
- Provide payroll support to P&C Business Partners & P&C Consultants on interpretation & calculation of allowances, redundancies and other payroll related queries including tax rules and implications.
- Contributed to continual improvement for process and procedures within the team.
- Ensuring superannuation payments occur on time and in alignment with fund rules.
- Support projects as required
- Comply with WH&S responsibilities as outlined in SBS's Health and Safety Management System (SMS)

Requirements of the role:

- Demonstrated payroll experience in a complex organisation
- Experience adapting to a complex and continually changing environment
- Proficient in MS Excel
- Aurion payroll experience favourable but not essential
- Exceptional attention to detail & strong customer service focus
- Strong communication skills both verbal & written.
- Excellent problem solving skills
- Demonstrate a positive and enthusiastic understanding of SBS's purpose and values and a commitment to a safe, secure and diverse workplace.

Key Capabilities

Capability	Level	Behaviour
Adaptability and Flexibility	Self	<ul style="list-style-type: none">• Smoothly handles multiple demands and shifting priorities• Deals with interruptions positively• Modifies approach to suit different people• Is open to different points of view• Copes with organisational change positively



		<ul style="list-style-type: none">• Deals with a minimal degree of ambiguity in own role
Communication	Self	<ul style="list-style-type: none">• Uses appropriate grammar• Uses appropriate vocabulary• Uses a suitable tone• Speaks at a suitable pace• Speaks clearly using minimal language• Changes language to suit audience• Provides full responses to questions• Provides accurate responses to questions
Customer Focus	Self	<ul style="list-style-type: none">• Follows through on customer/client inquiries, requests or complaints• Distributes useful and up to date information to the customer/client• Determines the needs of the customer/client through probing and listening• Provides friendly, helpful service to the customer/client• Makes sure there is a clear understanding of the customer/client's needs• Offers appropriate solutions to the customer/client• Prioritises work goals that impact the customer/client directly• Diffuses customer/client problems
Influence & Persuasion	Self	<ul style="list-style-type: none">• Uses reason, data, facts and figures to express ideas and opinions• Provides well-reasoned arguments• Presents features and benefits of an idea, plan, product or service• Is persuasive when required• Identifies points of agreement and/or disagreement• Clarifies understanding & seeks commitment• States own point of view whilst acknowledging & respecting the views of others
Relationship Building	Self	<ul style="list-style-type: none">• Establishes a connection with others• Builds friendly, warm relationships that are mutually beneficial• Maintains ongoing relationships that are mutually beneficial• Shares relevant information with others• Recognises the value of building and maintaining relationships• Helps others achieve common goals



		<ul style="list-style-type: none">• Openly communicates with others
Adaptability and Flexibility	Self	<ul style="list-style-type: none">• Smoothly handles multiple demands and shifting priorities• Deals with interruptions positively• Modifies approach to suit different people• Is open to different points of view• Copes with organisational change positively• Deals with a minimal degree of ambiguity in own role

Workplace Health & Safety

- In relation to Work Health & Safety, you must comply with your safety responsibilities as detailed in relevant Acts, Regulations, Standards, Codes of Practice and the SBS Safety Management System (SMS)
- Comply with Work Health and Safety Regulations and responsibilities
- Ensure employees and clients are :
 - made aware of their WH&S responsibilities
 - have received adequate safety induction and other WH&S information, instruction and training to enable them to conduct their work safely
 - follow safe work practices