



## Position Description – People and Culture Administration and Payroll Officer

<b>Division</b>	Corporate Services
<b>Portfolio</b>	People and Culture
<b>Business Unit</b>	People and Culture
<b>Level</b>	Level 4
<b>Reports To</b>	Senior People and Culture Business Partner
<b>Prescribed Position</b>	No

### Position Objective

The position is responsible for the delivery of high-quality administrative and payroll services for the People and Culture Portfolio, with a strong focus on customer experience and operational excellence.

The role works collaboratively across the portfolio, applying initiative and sound judgement to identify and implement improvements to systems, processes and ways of working, enabling efficient, accurate and timely delivery of service to the Organisation.

### Key Responsibilities

- Provide proactive, high quality People and Culture administrative support across the entire employee lifecycle, including but not limited to:
  - Recruitment, onboarding, induction and probation;
  - Contract administration covering a range of workforce arrangements;
  - Maintaining accurate and confidential employee records;
  - Supporting legislative compliance through employment screening processes;
  - Training and professional development; and
  - End of employment and off-boarding.
- Deliver a responsive and service-focused frontline support function for People and Culture and payroll enquiries, exercising sound judgement and escalating complex matters as appropriate.

- Apply initiative and sound judgement to identify improvements to People and Culture and payroll processes and ways of working, supporting continuous improvement and operational efficiency, with an understanding of how systems enable this.
- Administer and maintain People and Culture and payroll systems, including accurate data entry, resolving routine system issues, providing user support, and maintaining confidential employee records.
- Generate and maintain people and payroll reporting and dashboards to support workforce insights, compliance, operational decision-making and statutory requirements.
- Support the delivery of an accurate, timely and compliant payroll service, including processing employee variations, allowances, overtime, higher duties, special payments and new starter set-ups.
- Provide general advice and support to employees and leaders on general People and Culture and payroll matters, including interpretation of Awards, Enterprise Agreements and relevant legislation, within delegated authority.
- Maintain awareness of employment and payroll legislation and compliance obligations relevant to the role, ensuring administrative and payroll practices align with legislative and organisational requirements.
- Contribute to the review, development and documentation of administrative and payroll procedures, ensuring processes are contemporary, customer-focused and risk-aware.
- Work collaboratively with People and Culture team members and stakeholders to support the delivery of projects, system enhancements and service improvements across the Portfolio.
- Provide flexible operational support and back-up across People and Culture and Payroll functions, including supporting peak periods and ensuring service continuity.
- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes for our community.
- Actively deliver an innovative customer experience that's effortless, delivered with care and exceeds our customers' expectations.
- Responsible for being actively involved in the identification and management of the day to day risks of their activities and projects.
- Take reasonable care for your own and others health and wellbeing in accordance with the Work Health & Safety Act 2012 and with Council's Work Health & Safety Managements Systems.
- Promote and maintain a child safe environment and take action as per Council's Children and Vulnerable Persons Policy.

## **Selection Criteria**

### **Skills**

- High attention to detail, accuracy and numeracy in payroll and People and Culture data.
- Well-developed administrative skills, including the ability to manage competing priorities, meet deadlines and maintain accurate records.
- Ability to apply initiative and sound judgment to resolve issues and identify opportunities for improvement.
- Demonstrated ability to review administrative and payroll processes and systems to identify inefficiencies, risks, and opportunities for improvement.
- Analytical and problem-solving skills, with the ability to investigate issues, undertake research and support practical solutions to operational matters.
- Well-developed verbal and written communication skills, with the ability to confidently liaise with employees, leaders and stakeholders at all levels.
- Demonstrated commitment to delivering a high standard of customer service in a confidential and sensitive environment.
- Ability to work collaboratively as part of a professional team and contribute positively to shared outcomes.
- Demonstrated ability to use a range of technology systems and software relevant to the role, including Microsoft applications, HRIS, payroll systems, recruitment systems and electronic document management.
- Demonstrated capability to leverage technology and emerging digital tools, including AI-enabled solutions, to support administrative efficiency, data accuracy, payroll investigation and continuous improvement.
- Demonstrated understanding of, and commitment to, organisational values and the strategic direction of the City.

### **Knowledge**

- Knowledge and understanding of Awards, Enterprise Agreements, and employment legislation, and associated compliance requirements applicable to People and Culture and practices.
- Knowledge of payroll systems, payroll processing requirements and associated legislative obligations.
- Working knowledge of payroll-related taxation and statutory requirements relevant to payroll processing.

## Experience

- Demonstrated experience providing advice and support to employees and leaders on routine payroll matters, to an appropriate conclusion.
- Demonstrated experience using payroll and HRIS systems, including data entry, troubleshooting and report generation.
- Demonstrated experience working accurately and efficiently to tight deadlines, with a high level of attention to detail and accuracy.
- Experience working within a confidential environment, managing sensitive payroll and People and Culture information with discretion and professionalism.
- Demonstrated experience working in a People and Culture administration, payroll support or similar administrative role.
- Demonstrated experience contributing to the review or improvement of administrative, payroll or system processes, including identifying issues and supporting practical improvements.

## Qualifications

- A tertiary qualification in Accounting, Finance, Human Resources or related field and/or commensurate demonstrated experience in lieu of formal qualifications. | Desirable