

Position Title:	Payroll Manager
Division:	People and Culture
Reporting To:	Chief People Officer
Direct Reports:	Senior Payroll Officer, Payroll Officers, Rostering and HRIS Officer

ABOUT NORTHCOTT:

Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW, QLD, and the ACT. We have more than 90 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ approximately 2,500 staff and provide empowering, personalised services to over 30,000 children and adults with disability to realise their potential and live the life they choose.

What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise give confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers; they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

Our Values

Our values have always been a significant part of our service to customers, and they have helped shape Northcott into the wonderful organisation it is today. We are Innovative because we develop new ideas and solutions with creativity in anticipation of changing needs. We are Respectful because we believe that everyone's voice is unique and that they have the right to be heard. We are Brave because we have the courage to stand up for people with all abilities even in the face of adversity.

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

To support the organisation through the delivery of people, payroll and workforce services that enable operational success.

KEY OBJECTIVE OF THE POSITION:

- Lead the delivery of accurate, timely and compliant payroll services while strengthening payroll systems, controls and team capability.
- Provide functional leadership of Aurion and related HRIS and payroll platforms, driving system optimisation, automation, integration and continuous improvement.
- Partner across the organisation to maintain data integrity, manage risk and deliver a responsive employee and manager experience.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Strong technical knowledge of Australian payroll, including PAYG, superannuation, STP and employment obligations.
- Strong Aurion and broader HRIS/payroll systems capability, with the ability to improve workflows, controls, reporting and data quality.
- Sound knowledge of awards, enterprise agreements and relevant employment legislation.
- Advanced Excel, reporting and analytical skills.
- Strong leadership, stakeholder management, problem-solving and communication skills.

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Relevant payroll, finance, business, HR or systems qualification, or equivalent demonstrated experience.
- Extensive end-to-end Australian payroll experience, including leadership of a payroll function in a large or complex organisation.
- Demonstrated experience administering, improving or implementing payroll and HRIS systems, including testing, configuration, reporting and integrations.
- Experience interpreting and applying awards, enterprise agreements and employment legislation.
- Experience in disability, community services, health, aged care or another complex, highly regulated environment is desirable.

DELEGATION LEVEL

- Level 4

CORE COMPETENCIES OF THE ROLE

Leadership and accountability

- Build team capability, set clear expectations and take ownership of payroll outcomes.
- Systems and continuous improvement.
- Use Aurion, broader HRIS capability, data and automation to improve payroll accuracy, efficiency and employee experience.

- Technical and analytical capability.
- Apply sound judgement to complex payroll, industrial and system matters while maintaining strong attention to detail.

Planning and delivery

- Prioritise competing demands and consistently meet critical payroll deadlines.
- Customer and stakeholder focus.
- Provide clear advice and build productive relationships across People and Culture, Finance, ICT, Operations and external providers.
- Risk and confidentiality.
- Identify and manage payroll risk and handle sensitive information with discretion.

DUTIES

The typical duties of this position include:

Lead the accurate and timely delivery of the end-to-end fortnightly payroll, including authorisation, reconciliations, statutory payments and reporting.

1. Lead, coach and develop the Payroll team, setting clear service, quality and performance expectations.
2. Ensure compliance with payroll legislation, taxation, superannuation, awards, enterprise agreements, policies and audit requirements.
3. Act as the escalation point for complex payroll, leave, salary packaging and industrial interpretation matters.
4. Manage and optimise Aurion and related payroll, HRIS and workforce systems, including configuration, testing, upgrades, integrations, controls and data integrity.
5. Manage payroll system vendors, service levels, issue resolution and system improvement priorities.
6. Partner with People and Culture, Finance, ICT and Operations on payroll, HRIS and workforce initiatives.
7. Provide accurate payroll and workforce reporting, analysis and insights to support decision-making.
8. Maintain payroll procedures and implement changes arising from legislative, industrial or organisational requirements.
9. Oversee PAYG, superannuation, STP, salary packaging, allowances, workers compensation data and year-end payroll activities.

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.