

Position Profile

Corporate Services Team – Payroll & Administration Officer

DVConnect is a leading provider of evidence-based, trauma-informed services for people impacted by all forms of personal violent crime, including those who use and experience violence in their relationships. Our purpose is to create pathways for a life free from violence and fear.

DVConnect provides:

- Crisis response and comprehensive safety planning for people experiencing or using violence.
- Coordination of emergency transport and accommodation for families and pets escaping violence.
- Supported access to high-security shelters state-wide for women and their children.
- Crisis and therapeutic counselling.
- Referral and general information pertaining to policing and justice interventions, emergency financial assistance, forensic medical assessments, housing support and specialised case management support services.
- Psychoeducation
- Community capacity building and professional training and,
- Advocacy (service user/systems)

DVConnect is committed to working collaboratively as part of the broader system, developing innovative services, and providing robust governance and organisational sustainability to deliver on our vision and purpose; that all lives are free from violence and abuse.

DVConnect is an equal opportunity employer. We acknowledge the Aboriginal and Torres Strait Islander people as the traditional custodians of the land in which we live and work and therefore, support their right of self-determination. We are committed to creating an inclusive environment where employee diversity such as gender, age, culture, disability (physical or mental health), religion, sexual orientation are recognised and celebrated.

Applicants are advised that the work of DVConnect may expose employees to sensitive material including distressing and offensive content. Employees may also engage with persons who have experienced violent crime and other distressing circumstances. Whilst DVConnect proactively supports well-being in the workplace, including a no-cost employee assistance program for our employees and their immediate families, personal well-being strategies are also important. Prospective applicants should consider this carefully before accepting a position with DVConnect.

Location:	Central Office (Brisbane City, QLD)	Status:	Full-time.
Salary:	Social Community Home Care Disability Award Level 4. Pay points are dependent on the level of relevant experience. Superannuation. Salary packaging is available.		
Hours of Work:	Monday to Friday, 8:30 am – 4:30 pm		
Reports To:	Business Services Manager (BSM)		
Direct Reports:	Nil		

Purpose of the Position

Through the Purpose, Vision and Values of DVConnect, the **Payroll and Administration Officer** is responsible for all payroll and administrative tasks including those that support corporate services and client services. This role is centred around managing the payroll function and administrative tasks that support the efficient operation of a high-demand community service organisation.

As the Payroll & Administration Officer, you will be responsible for managing end-to-end fortnightly payroll and salary packaging processing, including report generation and responding to payroll-related queries. You will also support all associated payroll activities, such as processing superannuation, PAYG payments, and Portable Long Service Leave reconciliation and payments. With a strong focus on accuracy, you will enter data into the payroll system while maintaining a thorough understanding of relevant legislation and payroll systems. Additionally, you will provide reception and clerical assistance by managing incoming calls and visitors to create a welcoming environment.

Your role will extend to coordinating facilities management tasks to ensure workplace health and safety and engaging with contractors for maintenance and repairs. You will manage building access, oversee inventory levels for office supplies, and coordinate travel and accommodation for staff attending conferences or training. Other responsibilities include mail distribution and communications, daily servicing of kitchens and common areas, and sourcing catering for organisational events. Furthermore, you will oversee the care and maintenance of the company vehicle while maintaining the FBT vehicle logbook. Occasionally, you may be assigned ad-hoc duties from the Business Services Manager and/or Corporate Services Manager to support the overall administration and operational functions of the organisation.

In addition, this role is required to contribute to a cohesive workplace environment collaboratively and willingly. It is essential to uphold and model the values and behaviours of DVConnect to foster and maintain supportive professional relationships and positive rapport with team members and the broader organisation. Additionally, a commitment to continuous improvement is evidenced through participation in relevant meetings and engagement in continuous improvement activities to contribute to the organisation's productive team dynamic.

You will be expected to model respectful, professional, and sensitive approaches in your work, adhere to the organisation's policies and procedures, and in doing so, demonstrate our organisational values of:

- Integrity
- Compassion
- Accountability
- Respect
- Empowerment

Essential Requirements

1. Minimum two (2) years professional experience in a similar role, including a minimum of twelve (12) months experience in payroll processing. Medium-sized company (150+ staff).
2. Proficient in both verbal and written communication, necessary for handling telephone calls, visitor reception, and email management.

3. Ability to prioritise tasks effectively to ensure smooth operations of the office.
4. Highly competent in using Microsoft Office Suites, in particular Excel, email systems and basic IT troubleshooting experience.
5. Ability to handle unexpected issues and find effective solutions, particularly in periods of high demand.
6. Proficiency in managing sensitive correspondence and confidential information.
7. Ability to work well within a team and provide support to various departments.
8. Commitment to social justice, DVConnect values and its' role in delivering services to people impacted by violence, abuse and violent crime.
9. Willingness to obtain a National Police Check facilitated by DVC before commencing employment.
10. Valid photo ID.
11. Right to work in Australia.
12. Willingness to undertake further training and development.
13. Committed to attending DVC's Central Brisbane Office for all shifts.

Desirable

- *Tertiary qualification or certification(s) Business, Payroll, Administration or similar.*
- *Experience using a payroll platform, in particular, Employment Hero/ Hero Pay is highly regarded.*
- *Understanding of SCHADS Award provisions.*