

Position Description

Position Title: Senior Payroll Officer

Classification: Non-award

Reports to: Payroll Manager

About CPL

CPL – Choice, Passion, Life, part of the CPL Group, is the leading provider of integrated support, therapy and advice for people living with a disability in Queensland and Northern New South Wales, and their families. We work with our clients at every stage of their lives. We deliver the very best support, guidance, technology and understanding possible, so people can achieve the things that matter the most to them. We know that given the right opportunities, people can grow beyond expectations and create amazing lives. It's why we refuse to compromise in chasing the best lives for our clients, and ourselves.

Our Vision

An inclusive society for all people.

Our Purpose

To provide services for people with disability so they can lead the life they choose.

Our Difference

Our attitude is what makes us different. We're hopeful, determinedly enthusiastic and down-to-earth. When it comes to disability, we know one size does not fit all, which is why the CPL team ensure every effort is made to accommodate individual goals and needs.

Our Values

Our values are a promise. A promise of how we will work with each other and with our clients, make decisions and choose to act.

Be Here

At CPL Group, we love what we do and it shows in the way we choose to "Be here", contribute our expertise, our time, our energy and our ideas to make a difference. We always work to the best of our abilities to deliver quality services and support, holding ourselves accountable for our behaviours, action and delivering on our commitments.

Connect

Having genuine connections with others is what we're all about at CPL Group. We value relationships, we work respectfully, and we always aim to add value in our interactions and find positive win/win solutions.

Tune in

Everyone has individual needs and may need different solutions; we recognise and respect this at CPL Group. Tuning in means we listen to understand and ask questions for clarity, before we act, which we do with empathy and care.

Grow

There's always more we can do, which is why we strive for improvement and excellence, continually looking to improve ourselves, our ways of working and the impact we create. We value opportunities to learn and develop because we know personal growth is achieved when we step outside our comfort zone.

Speak up

We are confident to speak up and share what we have to say at CPL Group. We communicate with respect and honesty, and raise issues so they can be resolved, particularly when it comes to the safety and wellbeing of ourselves and others.

Position Purpose

Serves as a key point of expertise within the payroll function, providing guidance, troubleshooting complex payroll issues, and delivering high-quality service to employees and stakeholders. The Senior Payroll Officer collaborates closely with other departments to support organisational goals, streamline payroll practices, and maintain accurate employee records. Additionally, they play a crucial role in training payroll staff, supporting payroll audits, and assisting with payroll-related projects and system upgrades.

To support continuous improvement in the business performance of the business area/service and effectively contribute towards achievement of the organisation's vision and purpose.

Key Responsibilities

- Manage and execute the full payrun process, ensuring accurate and timely payroll delivery.
- Oversee payroll preparation, processing and reconciliation for each pay cycle.
- Review and ensure compliance with payroll policies, procedures and regulations.
- Serve as the escalation point for payroll queries, addressing complex cases, discrepancies, and high-level inquiries.
- Investigate and resolve payroll issues, liaising with internal departments and external parties as needed.
- Provide day-to-day guidance, support and mentorship to payroll officers, fostering a collaborative and efficient team.
- Collaborate with the Payroll Manager to support project initiatives, including system updates, process improvements, and compliance projects.
- Identify opportunities for process improvements, particularly in the use of Aurion, to enhance payroll accuracy and efficiency.
- Ensure compliance with payroll legislation, award agreements, taxation and superannuation obligations.
- Prepare and provide accurate payroll reports to management, maintaining clear documentation of all payroll processes and changes.
- Undertakes other responsibilities as required and directed by manager or delegate.

Supplementary Responsibilities

- Embodies CPL Group values in daily work life (see first page).

- Proactively contributes to identifying personal training and development needs and the means to address those needs, to maintain up to date knowledge, skills and abilities which ensure ongoing competence to achieve the required outcomes of the position as it develops.
- Contributes effectively to the promotion of equal opportunity and non-discrimination in the workplace.
- Contributes effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- Contributes effectively to the achievement of continuous improvement through adherence to the Quality Management System in all areas within the influence of the position.

Key Customers

- Reports to the Payroll Manager
- Works collaboratively with the payroll team and all members of the Finance, People Learning and Culture teams.
- Liaises internally with staff at all levels of the organisation.
- Liaises with external agencies as required by the payroll manager.

Selection Criteria

Applicants must individually address the following criteria in writing to be considered for this position:

- Demonstrated experience in end-to-end payroll processing within a similar sized team.
- Proficiency with Aurion payroll software and a thorough understanding of its functionalities for payroll processing, reporting and troubleshooting.
- Strong understanding of payroll compliance, including the SCHADS award, taxation, superannuation and Fair Work legislation.
- Proven ability to handle complex payroll queries, analyse discrepancies, and implement effective solutions.
- Strong attention to detail to ensure accuracy across all payroll transactions and reports.
- Excellent written and verbal communication skills to interact with employees at all levels and address escalated payroll issues sensitively and professionally.
- Ability to provide clear guidance and mentorship to other staff.
- Experience in a senior payroll role, with the capacity to support and guide a team of payroll officers.
- Experience assisting with payroll-related projects or system improvements, including working knowledge of best practices for payroll systems.
- Ability to work collaboratively on initiatives with the Payroll Manager, contributing insights to optimize payroll processes.
- High ethical standards and commitment to maintaining confidentiality with sensitive payroll and employee information.

Additional Requirements

These do not need to be addressed in selection criteria but must be included in application:

- Minimum 5 years of payroll experience
- Proficiency in Microsoft Excel for payroll calculations, reporting, and data analysis, with an understanding of data privacy principles to maintain secure, compliant practices.
- A Working with Children Check, Blue Card in Queensland, or a Working with Children Check in New South Wales.
- NDIS Worker Screening Check issued by the NDIS Quality and Safeguards Commission.