

# Position Profile

## Payroll Officer

### Position

- This position is within Head Office. It is part of the Finance & Corporate Services team.
- This position reports to the Payroll Manager
- Reporting line may vary depending on location and service size
- This position does not have any direct reports  This position may have direct reports, positions vary
- This position has the following direct reports
- This position is designated Band 7 under the *Schedule of Authorities and Delegations*
- This position is a budget holder  This position has designated revenue targets
- This position is an Aboriginal & Torres Strait Islander identified position
- This position works directly with children and requires a working with children related clearance

### Purpose

The Payroll Officer is responsible for assisting the Payroll Manager in the payment of staff salaries and associated payments ensuring employees are paid on time and accurately. This position provides a high level of customer service to all members of The Benevolent Society and external stakeholders by investigating, resolving and responding to enquiries on payments, superannuation, leave issues and related payroll matters to meet client satisfaction.

### Focus

**To achieve this purpose, the position holder would typically:**

- Process the end to end payroll on a routine basis while assisting with ongoing improvements to the payroll processing function
- Confidently resolve payroll enquiries and provide assistance to employees about leave balances, payments and related payroll matters within the scope of the role
- Alert the Payroll Manager to any shortfalls within the Payroll system with particular emphasis on potential overpayments/underpayments
- Actively work with stakeholders and make suggestions for improvements to Payroll processes.
- At all times, work to ensure high levels of efficiency and quality customer service in the delivery of Payroll
- Gain a knowledge of the interaction of Chris21 and HR21 (BESS – The Benevolent Society self-service kiosk) and be able to communicate to employees the use of BESS

### Outcomes

**When things are going well we would expect to see these outcomes:**

- A high level of client satisfaction
- Employees are paid timely and accurately
- Payroll enquiries are dealt with swiftly and the number of outstanding inquiries are kept to a minimum

### Relationships

**We work collaboratively with others, however this position works close closely with:**

Within The Benevolent Society:

- Payroll Manager and Payroll team
- Finance Team
- Human Resources

Outside The Benevolent Society:

- Operational managers and deputy managers

**Individual****To achieve the position purpose and outcomes the position holder will need to have:**

- Prior experience in a similar type of role;
- A strong attention to detail with the ability to question the piece that are missing or don't make sense;
- An ability to work independently and meet reporting deadlines;
- Excellent interpersonal & communication skills; and
- A strong service / business support ethic with the desire to make the experience better for your client group.

**Travel****This position may require some flexibility in terms of travel or hours of work:**

- Overnight travel/stays may be required
- Some weekend work may be required
- Some evening work may be required (during payment weeks).
- Travel between office locations/regions may be required
- Travel to clients (varied locations) may be required
- Compliance to contracted office hour service times must be adhered to
- Use of TBS pool cars may be required

All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.

**Context****Those with knowledge of this position say the things that might make your day are:**

- Payroll is on time with close to zero percent error rate
- Employees are informed hence the payroll enquiries are low
- Employees have a positive experience when contacting payroll
- Opportunity to be part of payroll improvement projects

**Those with knowledge of this position say some key challenges you might experience are:**

- Non-compliance of Finance Policies (including process and procedures)
- Lack of information provided in order to make payment (including not processing information via SharePoint properly)

**Approvals**

**Approver** Director, Human Resources      **Date:** 6 October 2017      **Position Code:** ABC123

**Review history** V1.0 Release

**Alternate titles** Approved for use when advertising:

This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.