



Position Description

Position Title: Payroll Officer
Classification: Non Award
Reports To: Payroll Manger

About CPL

CPL – Choice, Passion, Life 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 physical 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.

The CPL Way

We are a business with a heart. Our values of client focus, respect, inclusion, integrity, excellence and courage drive us to:

- Understand the person
- Give great service
- Work together
- Find better ways

We embody The CPL Way in our daily work life by:

- Demonstrating **understand the person** by asking open questions, knowing other's strengths and how to use them, appreciating other's deliverables and stressors, reserving judgement and focusing on understanding.
- Demonstrating **give great service** by asking questions to clarify outcomes to be achieved and by providing options to achieve those outcomes. Identifying expected impacts of any change on internal and external clients and by focusing on how we make this happen safely and effectively.
- Demonstrating **work together** by actively seeking out information, respecting the stage of the process, looking for ways to help and enhance outcomes and understanding what others are trying to achieve.



Position Description

- Demonstrating **find better ways** by talking through issues respectfully, involving clients in identifying issues and designing solutions, looking beyond the sector and Australia for solutions, challenging the status quo and making it easier for clients and staff.

Position Purpose

Provide accurate and timely payroll services, advice and support to all employees and managers within CPL.

To support continual improvement in the business performance of the People, Learning and Culture team and effectively contribute towards achievement of the organisation's Vision and Purpose.

Key Responsibilities

- Give great service to all CPL employees ensuring accurate and timely advice and information is given in relation to payroll and human resource queries and matters.
- Maintain high levels of privacy and confidentiality in relation to all matters, queries and information.
- Process employee updates and changes including, but not limited to, new employees, transfers, terminations, changes to terms and conditions of employment, and ensuring all employee entitlements are accurate and up to date at all times.
- Ensure all confidential employee personnel records are maintained at all times.
- Liaise with all internal and external auditors and external agencies and providers such as government departments and salary packaging providers.
- Prepare and process payroll functions for the organisation.
- Interpret and apply relevant awards, agreements, legislations, statutory requirements, policies, procedures and the CPL Enterprise Agreement.
- Actively contribute to the improvement and development of systems and procedures to increase the efficiency of the People, Learning and Culture team.
- Prepare correspondence, reports and statistics as required.
- Undertake other duties as directed by the HR Operations Manager and Senior Payroll Officer.

Supplementary Responsibilities

- Embodies The CPL Way 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.



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Key Customers

- Directly reports to the Senior Payroll Officer.
- Works collaboratively with the Payroll team and all members of the Finance, People Learning & Culture team.
- Liaises internally with staff at all levels of the organisation.
- Liaises externally with internal and external auditors, government departments, agencies and other providers and suppliers.
- Works under general direction from Senior Payroll Officer, is able to work independently on tasks

Selection Criteria

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

- Working knowledge of payroll systems or software.
- Demonstrated customer service experience, including managing, investigating and resolving customer complaints and queries.
- Demonstrated experience managing and maintaining confidential and private information.
- Demonstrated administration experience and use of Microsoft Excel, Word and other relevant programs.
- High level of attention to detail and experience with accurate data entry.
- Ability to prioritise workload, meet deadlines and manage competing priorities.
- Ability to effectively communicate with a diverse range of internal and external customers whilst demonstrating well developed customer service skills.
- Ability to work effectively independently as well as part of a team.

Additional Requirements

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

- Eligibility to meet the requirements of a Department of Communities and Commission for Children and Young People and Child Guardian criminal history screening.
- Current 'C' class driver's licence.