

Job Description Details	
<b>Job Title</b>	Payroll Support Officer
<b>Department/Division</b>	People & Culture, Governance
<b>Reports to</b>	Payroll Operations Lead
<b>Direct Reports</b>	Nil
<b>Agreement</b>	Brightwater Care Group Health Services Union of WA Enterprise Agreement

Brightwater Mission
<p><i>Pursuing the Dignity of Independence</i></p> <p>For Brightwater, no one is beyond care. Here, we value the potential that lives inside each and every one of us, no matter what that looks like. Our amazing ability to strive towards our best self every day, to keep learning and to keep growing. This drives all that we do. Sure, it's not always easy, but this journey that we're on together comes with its own reward. This pursuit of independence brings with it the dignity of control over our own lives. And everyone deserves the right to pursue that.</p>

Commitment to Mission and the Brightwater Spirit	
Embrace and apply the Brightwater Spirit – our values and behaviors – in all interactions with staff and customers. Our commitment to the Brightwater Spirit enables us to achieve our Mission, <i>Pursuing the Dignity of Independence</i> .	
<b>Caring</b>	We care for and about each other. We work together to provide inclusive and relevant services in ways that meet the needs and goals of our clients.
<b>Authentic</b>	We are open and genuine, enabling us to build meaningful relationships with our clients and each other.
<b>Progressive</b>	We are inspired to continuously improve ourselves and our services for the benefit of our clients.
<b>Courageous</b>	We find strength in order to make a difference.

Diversity and Inclusion Statement
At Brightwater, we welcome people with the full diversity of life experiences, thoughts and beliefs. We foster a culture of inclusion, collaboration and innovation where our clients and staff can flourish.

Position Purpose
With a payroll centric focus, this position is pivotal in ensuring accurate and effective support services are provided to the payroll team to ensure the successful delivery of Brightwater's fortnightly paycycle and the ongoing maintenance and management of employee information and personnel records.

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Payroll Support Officer	0	09/09/24	Manager People & Culture Governance	Chief People Engagement and Capability Officer	
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## Key Duties/Accountabilities

- (1) Support daily payroll activities by assisting with the fortnightly payroll preparations and the administration of employee contract requirements, including maintaining the HRIS database. These tasks include, but are not limited to:
  - Payroll deductions: Facilitate and process employee payroll deductions such as car bays, union fees and salary packaging, liaise with stakeholders and general reports as required.
  - Fleet Vehicle FBT Contributions: Track new starters, liaise with Property regarding the delivery dates of vehicles and liaise with employees to complete and set up their FBT contributions and deductions.
  - Uniform purchases: Review and approve new uniform purchase requests and set up uniform loan record.
  - Training payments: Prepare the fortnightly payment import file for internal training payments.
  - New employee records: Complete and conduct audits of the employee onboarding process to the HRMS and manage the electronic storage of employee supporting documents to employee records.
  - Employee terminations: Complete employee Termination Checklists, ensuring all documentation is provided and employee information is pre-populated ready for payroll processing.
  - New Hire Incentive Payments: Identify and track incentive payments, liaise and confirm entitlement with managers, process payments and provide fortnightly reporting.
  - Reimbursements: Review and approve employee reimbursement claims submitted through My Self Service in line with payment guidelines.
- (2) Prepare accurate and professional payroll-related correspondence, including Statements of Service, Statements of Earnings, Separation Certificates, Centrelink reports, reports for insurance claims, rental reference checks and release of information to banking institutions.
- (3) Provide excellent customer support to employees, managers, and external parties, responding to queries promptly and professionally. This includes managing incoming correspondence, emails and phone calls, and providing user support to employees and managers including support in relation to the employee self-service portal.
- (4) Support the payroll team with other payroll related tasks as required including, but not limited to assisting with the processing of the fortnightly pay, data entry and electronic document management.
- (5) Provide proactive support to the broader People and Culture team regarding management of employee data and assist in meeting KPIs in relation to accuracy and timeliness.
- (6) Other duties as needed to support operational requirements.

## Key Working Relationships

1. Payroll, People Compliance and People Systems teams.
2. People and Culture team.
3. Recruitment Team.
4. Service/Program Managers.
5. Roster Personnel and Administration Assistants.

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## Professional Development

1. Accept responsibility for updating/developing own knowledge/skills in relation to professional practice.
2. Actively participate in opportunities for performance feedback with a growth mindset, including reviews and check-ins; reflect on own performance and set goals.
3. Complete essential training courses within the required timeframes and embed learning outcomes to continuously improve skills and work performance.
4. Attend and contribute to staff meetings/discussions and collaborate with team members to improve outcomes.

## Safety and Health

1. Actively promote a positive safety and health culture by caring for self and others, demonstrating attention to physical, mental, emotional, cultural, and psychological safety.
2. Take proactive and responsible actions to avoid, eliminate or minimize hazards.
3. Accept responsibility for understanding and recognising the risks and hazards associated with work duties.
4. Report all incidents, hazards, and injuries immediately.
5. Use equipment, such as personal protective and manual tasks equipment, as trained and required.
6. Adhere to infection control principles and practices.

## NDIS Risk Assessment

This position is not considered to be a risk assessed role and therefore does not require the person to hold a NDIS Worker Screening Check.

## Other Information

Nil

## Selection Criteria – Qualifications, Skills, Knowledge, Experience

1. Minimum 2 years recent experience working in or supporting a payroll team or function and managing complex payroll administrative tasks.
2. Keen interest in and understanding of payroll-related principles and practices.
3. Previous experience within the health services or not for profit sector (highly desirable).
4. Strong numerical ability and data entry skills, with high attention to detail
5. Excellent written, verbal and interpersonal communication skills and the ability to work with a wide range of people in various environments.
6. Demonstrated ability to organise and prioritise tasks, work effectively under pressure, problem solve, and meet deadlines while maintaining focus.
7. Strong customer-service focus with the ability to maintain privacy and confidentiality of sensitive information.
8. An optimistic, can-do attitude and the ability to work cohesively within a team environment that is flexible, adaptive and collaborative in the achievement of objectives, responding positively to challenges and changes.
9. Excellent computer skills with advanced sound knowledge of Microsoft Office applications (i.e. Word, Excel and Outlook).
10. Experience using HRMIS (highly desirable).
11. Satisfactory National Police Certificate obtained within the last 12 months.

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