UNITING COMMUNITIES

Position Description

General Details			
Title	Payroll Officer	**Classification**	SACSE Level 3
Reports to	Payroll Specialist	**Enterprise Agreement**	General Staff Agreement or Equivalent
Program / Unit	People & Culture	**Location**	43 Franklin Street, Adelaide

Role Purpose

The Payroll Officer will be responsible for processing end-to-end delivery of Uniting Communities' fortnightly payroll process. They will work collaboratively with the Payroll and People & Culture teams to meet all payroll deadlines and provide a high level of customer service to internal and external customers.

Essential Duties and Responsibilities

Function	Key Responsibilities	Key Performance Indicators

Service Delivery	▪ In collaboration with the Payroll team, complete service requests and process transactions within the agreed organisational and payroll quality assurance framework and control environment to ensure;
	  ○ Employee records are accurate and maintained.
	  ○ Integrity of the payroll data at all times.
	  ○ Employees are paid correctly and on time.
	  ○ Entitlements are paid and recorded according to Legislation, Awards, Policies, best practice, and legislative requirements.
	▪ Provide exceptional customer service and advice responding to and resolving enquiries to ensure the provision of accurate information, and the timely and effective resolution of issues and requests for support.
	▪ Support with the production, review and action of payroll reports during the fortnightly pay run
	▪ Processing of fortnightly payroll run.
	▪ Processing employee allowances, entitlements and higher duties in line with relevant Enterprise Agreements and Modern Awards
	▪ Produce and distribute end of pay reports
	▪ Check the entering of new employees and contract variations as processed by People & Culture
	▪ Calculate Terminations and prepare for payment
	▪ Processing manual payments, as required
	▪ Implement increments within assigned Enterprise Agreement classifications and Modern Awards
	▪ Support data entry of salary packaging arrangements via third party provider
	▪ Processing of WorkCover claims and payments
	▪ Respond to face to face, phone and email queries
	▪ Calculate and communicate Long Service Leave balances, as required
	▪ Produce Statements of Service, as requested
	▪ Update and amend Enterprise Agreement Salary Listings after salary increases
	▪ Assist senior payroll employees with continuous improvement projects as required.
	▪ Other duties as directed
		▪ Leader and team feedback
		▪ Responses to queries within agreed timeframe and quality standards
		▪ Accuracy and reliability of information meets agreed standards
		▪ Audit results meet agreed standards
		▪ Personal participation in and promotion of activities
		▪ Delivery of agreed objectives and outcomes
		▪ Improved service standards internally and with clients

Team Work / Customer Focus	▪ Work and contribute to a successful team environment ▪ Contribute to the team achievement of defined service standards in a safe and trusting environment	▪ Leader, team and customer feedback ▪ Personal participation in and promotion of activities

	▪ Co-operate and provide support to team members and managers on day-to-day operational matters ▪ Undertake responsibilities that will positively contribute to the Community and Uniting Communities' Vision ▪ Deliver high-level customer service to our internal and external customers and departments	▪ Delivery of agreed objectives and outcomes ▪ Work in accordance with policy, procedure and guidelines ▪ Positive feedback and survey results.
Values and Service Excellence	▪ Role model the values and priorities of Uniting Communities: o Kind, Bold, Genuine o Customer service excellence, advocacy and social justice, resilience and wellbeing, U City Community and a motivated and agile workforce ▪ Deliver service in line with Internal Service Excellence: o Being of service to others / show you care o Explore needs holistically and look for opportunities to add value o Make it easy	▪ Leader and team feedback ▪ Personal participation in and promotion of activities ▪ Delivery of agreed objectives and outcomes
Self-Management and Development	▪ Manage self and demonstrate commitment to learning through evaluation and review of own performance, development of skills and knowledge and utilisation of knowledge and information ▪ Display professional personal presentation ▪ Undertake personal and technical skills development ▪ Role model a positive and proactive results focused 'can do' attitude and behaviour ▪ Develop and foster positive partnerships across the business to improve and support business outcomes	▪ Leader and team feedback ▪ Personal participation in and promotion of activities ▪ Delivery of agreed objectives and outcomes
Compliance and Risk Mitigation	▪ Ensure compliance and provide a safe and equitable workplace by adopting safe work practices, following procedures and policies and respecting and appreciating diversity ▪ Ensure compliance with all statutory, legal and ethical obligations and compliance audits ▪ Identify and implement risk minimising strategies and practices ▪ Managers/Supervisors will support employees who are injured at work, ensuring ongoing communication and assistance with RTW claims as required.	▪ Leader and team feedback ▪ All compliance and audit requirements are met

Selection Criteria

	Essential	**Desirable**
Training / Qualifications	▪ Substantial industry-specific experience aligned to the position; or ▪ Certificate III or higher in Business Administration, Payroll or equivalent with relevant two years' experience; or ▪ Diploma in Business, Payroll or equivalent with relevant experience. ▪ Participate in development or training as required by the organisation from time to time	▪ Tertiary qualifications in HR, Business or a related discipline or equivalent
Experience / Knowledge	▪ Previous Payroll experience in a medium to large organisation ▪ Minimum of two years' Payroll experience in working with and influencing leaders and staff	
Skills / Abilities	▪ Excellent written and oral communication skills	▪ Experience using Aurion payroll software

	▪ Ability to multitask, prioritise competing demands and work in an accurate and timely manner in a high volume environment ▪ Strong and ethical customer service approach ▪ Proactive and continuous improvement focussed mindset ▪ Sound knowledge of the MS Office suite of applications and strong Excel skills ▪ Sound knowledge and understanding of payroll systems ▪ Demonstrated skills, knowledge, and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way, or the capacity to develop these.	
Licenses / Certificates	▪ National Police Check ▪ Working with Children Check	

Special Conditions

- Where we have concerns that your level of fitness is adversely affecting your job performance, we may require, at our cost, that you submit to a Fitness Capacity Evaluation to ensure that neither you nor a fellow staff member nor a client are placed at risk of injury.
- Duties of the position may vary according to business needs.
- Work from any other metropolitan or regional location as required.

Employee Signature: _____ Date: _____

Print Name: _____

Copy of My Commitment to Uniting Communities for all positions at Uniting Communities attached.

MY COMMITMENT TO UNITING COMMUNITIES

At Uniting Communities everyone works as a team to ensure the following:

1. ACCOUNTABILITY

- Work within the vision and values and policy framework of Uniting Communities.
- Participate in the development of policies, procedures and work instructions as directed.
- Delegate authority and responsibility as defined within the Delegations of Authority Policy.
- Managers and Clerical staff will ensure organisational policies, procedures and relevant standards are adhered to, in relation to administrative and financial operations and observe the delegations as outlined in our organisational policy.
- Supervisors will ensure a safe and respectful workplace for all staff.

2. WORK HEALTH SAFETY

- Cooperate with all policies, procedures and work practices and maintain currency of knowledge in relation to Work Health and Safety.
- Take reasonable care for your health and safety and for the health and safety of others.
- Follow all reasonable instructions given by management.
- Supervisors will ensure work is performed in a safe way and policies, procedures and safe work practices are observed for all staff.

3. EVERYDAY COMMUNITY ENGAGEMENT

- Examine, develop and encourage ways to reach out and involve clients you work with in their communities, and communities in the work with our clients.
- Seek ways in which to enable people to reconnect with community.
- Facilitate community in its various forms and guises, to embrace and include all of its members.
- Assist in the achievement of Uniting Communities' overall goal to build a society which is compassionate and better able to support and care for its members and enables all people, regardless of their background or disadvantage, to participate and to flourish.
- Supervisors will support staff members working with clients by examining and implementing Everyday Community Engagement approaches core to our everyday activity in a form relevant to the work of that service.
- Supervisors will ensure that staff members understand the role of Community and that every staff member has the capacity to apply an Everyday Community Engagement approach to their everyday work by providing training, supervision and support with this aim in mind.

4. SAFE ORGANISATION FOR CHILDREN AND OTHER VULNERABLE PEOPLE

- Familiarise self and adhere to organisational policies and procedures in relation to children, young people and vulnerable adults.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children and other vulnerable people who come into association with the organisation.
- Supervisors will ensure child safe requirements are handled as part of supervision processes.

5. NET ZERO 2035

- Support and embrace Uniting Communities' emissions reduction commitment, minimising environmental impact in the performance of your role, supporting and encouraging staff to do likewise.