

## Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.</p> <p>We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.</p> <p>Together we stand with Australians in need, until they can stand for themselves.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	To reduce homelessness and strengthen communities.

### Position Details

Position Title:	Payroll Officer
Division:	People & Culture
Reports to:	Group Manager, Payroll Operations & Systems
Position Purpose:	Perform end to end payroll processing (Kronos, Chris21) with 99% accuracy. Identify and action payroll process improvements to enhance accuracy, adherence to process, use of systems (Kronos, Chris21) and adherence to Mission Australia Policies, Awards, Enterprise Agreements and Australian regulations and legislation.

### Position Requirements (What are the key activities for the role?)

Key Result Area 1	Payroll Processing
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Action payroll requests promptly and accurately, ensuring position, award classification, paypoint, and allowances are correct; prioritising pay impacting requests such as new hires, exits and changes.</li> <li>Follow maker/checker process to ensure data entered in the payroll system is checked for accuracy and completeness.</li> <li>Provide assistance to payroll team members to ensure all payroll deadlines are met.</li> </ul>	<ul style="list-style-type: none"> <li>Data entry is timely, accurate (99%), complete and follows maker/checker process.</li> <li>Errors and variances are identified and corrected within the Payroll team.</li> <li>Discuss processing issues on a regular basis with the Payroll Manager.</li> <li>Payroll runs are processed within agreed timelines, minimizing the need for manual payments.</li> <li>Data quality is high and reliable for reporting and analysis for Senior Leaders.</li> </ul>

<ul style="list-style-type: none"> <li>• Run fortnightly payroll process, variance checks and reconciliation of EFT before finalizing payroll.</li> <li>• Undertake data integrity checks to ensure employee position details, award, classification and pay point are aligned and correct with the pay table.</li> <li>• Reconcile payroll reports fortnightly after each payroll run and monthly.</li> <li>• Reconcile manual payments, overpayment reversals and Advantage refunds against General Ledger and process entries in payroll system.</li> </ul>	<ul style="list-style-type: none"> <li>• Payroll is reconciled against General Ledger, EFT payments and Payment Summary reports / Single Touch Payroll.</li> <li>• Ledger accounts are cleared on a monthly basis.</li> </ul>
<p><b>Key Result Area 2</b></p>	<p><b>Kronos Data Entry Support</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>• Monitor accuracy of data entered in Kronos, providing support and guidance on proper use of the system, correct process is followed and correct application of Award and Enterprise Agreement entitlements ie: schedules, hour bank, number of hours etc.</li> <li>• Support new users of Kronos with guidance on how to use the system so they have a working knowledge of Kronos policies, process and application of Award and Enterprise Agreement entitlements.</li> <li>• Perform spot reviews of data to monitor adherence to Kronos policy, process and application of Award and Enterprise Agreement entitlements.</li> </ul>	<ul style="list-style-type: none"> <li>• Existing Kronos users are competent in using the system, adhere to the Kronos policy and use correct Kronos process and application of Award and Enterprise Agreement entitlements for their site.</li> <li>• New users of Kronos are provided with training in how to use Kronos, understanding of the Kronos policy, correct process for data entry and application of Award and Enterprise Agreement entitlements for their site.</li> <li>• Decline in data entry errors found in the use of Kronos and adherence to process and application of Awards and Enterprise Agreement entitlements.</li> <li>• Reduction in Kronos errors requiring re-work.</li> </ul>
<p><b>Key Result Area 3</b></p>	<p><b>Improvement Initiatives</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>• Proactively identify opportunities to automate, streamline and simplify payroll processes to improve accuracy, efficiency of the payroll team and the overall people experience.</li> <li>• Payroll operating procedures and</li> </ul>	<ul style="list-style-type: none"> <li>• Reduction in errors, manual payments and rework.</li> <li>• Improved process efficiency with fewer manual steps in the process.</li> <li>• Improvement in the payroll experience as</li> </ul>

<p>manuals are regularly reviewed and updated in alignment with changes to Mission Australia policies and procedures, Australian and ATO Legislation, Awards and Enterprise Agreements.  </p>	<p>measured by the annual Payroll Survey.</p> <ul style="list-style-type: none"> <li>Payroll manuals are regularly reviewed and updated with all relevant changes.  </li> </ul>
<p><b>Key Result Area 4</b></p>	<p><b>Customer Service / Relationship Management</b></p>
<p><b>Key tasks</b></p> <ul style="list-style-type: none"> <li>Develop and maintain relationships with key internal stakeholders including Finance, People &amp; Culture, Information Technology for efficient processing of the payroll.</li> <li>Develop and maintain relationships with key external stakeholders including Australian Taxation Office, Centrelink, CSA and Financial institutions for accuracy and efficiency in payroll processing and alignment with Australian legislation.  </li> </ul>	<p><b>Position holder is successful when</b></p> <ul style="list-style-type: none"> <li>Strong relationships maintained with internal and external stakeholders.</li> <li>Payroll processes and posting to the general ledger are accurate and timely.</li> <li>Harmonious and productive working relationships are developed and maintained throughout Mission Australia.  </li> </ul>
<p><b>Key Result Area 5</b></p>	<p><b>Administration &amp; Reporting</b></p>
<p><b>Key tasks</b></p> <ul style="list-style-type: none"> <li>Administer setup of new superannuation funds.</li> <li>Reconcile superannuation payments and refunds on a monthly as required basis.</li> <li>Perform regular and adhoc reporting</li> </ul>	<p><b>Position holder is successful when</b></p> <ul style="list-style-type: none"> <li>Superannuation payments are processed by the 14<sup>th</sup> of each month.</li> <li>Correct information is sent for processing to training centre staff as required.</li> <li>Reporting is always accurate and timely.</li> </ul>

## Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace.
- Ensure required workplace health and safety actions are completed as required.
- Participate in learning and development programs about workplace health and safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries

## Purpose and Values

- Actively support Mission Australia's purpose and values;

- Positively and constructively represent our organisation to external contacts at all opportunities;
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Actively support Mission Australia's Reconciliation Action Plan.

## Recruitment information

### Qualification, knowledge, skills and experience required to do the role

- Minimum 3 years' experience in a similar role
- Working knowledge of payroll systems including Chris21 and Kronos
- Exceptional attention to detail and accuracy
- Ability to meet tight deadlines and work well under pressure
- Correct application of Awards, Enterprise Agreements and Work Contracts
- Knowledge of relevant legislation (ie: superannuation, taxation, workers compensation, leave provisions)
- Excellent time management skills including the ability to plan, set priorities and meet deadlines, with flexibility to alter priorities to meet changing demands
- Sound communication and interpersonal skills with an ability to build relationships, work collaboratively and consultatively within a small team environment
- Responsive and quick thinking with excellent problem solving skills
- Working knowledge of Microsoft Office including intermediate Excel Skills
- Ability to relate to and influence colleagues during a period of change
- Ability to work independently with minimal supervision and collaboratively within a team to deliver tasks to deadlines and support others to deliver work on time
- High degree of professionalism and ability to deal sensitively with confidential material and matters

### Competencies

- Action oriented and takes accountability to achieve results in line with set timeframes.
- Builds and maintains sustainable internal and external relationships.
- Effective communication and active listening skills, demonstrating the ability to present information, decision and reasons confidently, clearly and concisely selecting the appropriate medium.
- Demonstrated experience working and collaborating effectively with others, ensuring key stakeholders are involved, sharing information and ensuring people are kept informed of progress, changes and issues.

### Key challenges of the role

- Working with a complex and changing workforce.

## Position Description |

- Balancing delivering on a high volume of payroll requests with the need for exceptional accuracy to meet payroll deadlines and process efficiency.
- Working within a multi-layered regulated environment where compliance is not-negotiable
- Working in an environment of growth and change where adaptability and resilience is needed.
- Delivering an efficient fortnightly payroll while working on payroll improvement projects with competing deadlines.

### Compliance checks required

Working with Children

National Police Check

Vulnerable People Check

Drivers Licence

Other (prescribe)

### Approval

**Manager name**

| Debbie Pethig

**Approval date**

September 2019