PAYROLL OFFICER

DEPARTMENT/UNIT: Monash HR

FACULTY/DIVISION: Chief Operating Officer and Senior Vice-President

CLASSIFICATION: HEW Level 5

WORK LOCATION: 211 Wellington Road, Mulgrave

ORGANISATIONAL CONTEXT

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

This position is located within Monash HR. We facilitate staff engagement and organisational performance by providing workforce management expertise and Human Resources (HR) services and solutions.

Payroll Services and Payroll Compliance is accountable for timely production of the University's payroll, ensuring a high level of data integrity is maintained and ensuring systems meet legislative and operational requirements.

POSITION PURPOSE

The Payroll Officer provides a range of professional and high-quality administrative services to support the effective operation of the Payroll Services and Payroll Compliance department. This includes processing new and existing employee information including; salary packaging, superannuation and employment changes within internal systems.

The Payroll Officer provides administrative support for projects and programs with a focus on excellence in process and judgment and provision of sound and timely advice and support to internal and external stakeholders.

Reporting Line: The position reports to Payroll Operations Manager, under general direction

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable
KEY RESPONSIBILITIES

1. Provide accurate and timely processing for all payroll/HR transactions including sound and timely advice, guidance and support to staff, clients and stakeholders

2. Maintain effective working relationships with colleagues, clients and other stakeholders to support and facilitate a high level of payroll services

3. Undertake the input and analysis of data, including ensuring accuracy, effective security, storage and distribution of data, records and reports

4. Deliver a range of effective payroll administrative tasks including managing processes, providing services, responding to queries, advising on policy and process and producing reports in accordance with agreed standards and timeframes

5. Provide high levels of customer service in accordance with best practice guidelines, policy and procedure

6. Maintain service standards including prompt issues resolution and adherence to privacy, confidentiality and compliance requirements

7. Participate in and implement continuous improvement activities relating to service practices, quality assurance and customer service excellence

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
   • A tertiary qualification in HR or relevant field; or
   • substantial relevant skills and work experience; or
   • an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Strong attention to detail and the ability to consistently produce work of a high standard

3. A strong commitment to excellence in customer service and a hands-on approach to service provision

4. Well-developed written and verbal communication skills, including the ability to interact with a diverse range of clients and respond positively when resolving issues

5. Demonstrated organisational skills, including the ability to set priorities, manage time and plan work to meet deadlines

6. Ability to work as an effective member of a team as well as the ability to exercise independence and judgement where required

7. Excellent administration skills and a demonstrated capacity to deliver effective operational processes and systems

8. Demonstrated analytical and problem-solving skills

9. Highly developed computer literacy, including experience using business software such as Microsoft Office

10. Proficiency in the use of software packages including Microsoft Office Suite and experience with utilising Enterprise Resource Product solutions, such as SAP, Peoplesoft, Oracle etc

OTHER JOB RELATED INFORMATION

• Travel to other campuses of the University may be required
• There may be a requirement to work additional hours from time to time
• There may be peak periods of work during which taking of leave may be restricted
• A current valid Police Check is required

LEGAL COMPLIANCE

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.