

## Position Description

### Senior Manager, Payroll & Compliance

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<b>Position No:</b>	NEW
<b>Business Unit:</b>	Chief Operating Officer
<b>Division:</b>	Human Resources
<b>Department:</b>	HR Services
<b>Classification Level:</b>	HEO10
<b>Employment Type:</b>	Full Time Continuing
<b>Campus Location:</b>	Melbourne (Bundoora)
<b>Other Benefits:</b>	<a href="http://www.latrobe.edu.au/jobs/working/benefits">http://www.latrobe.edu.au/jobs/working/benefits</a>

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

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## **Position Context/Purpose**

The HR Services function is located within Human Resources and provides several services to support La Trobe University in the management of employee related information in particular the payroll processing, support of HR systems, payroll compliance HR helpdesk support.

We have become a function focused on innovation and automation to reduce the manual work within both our HR Services areas and our university business functions.

Processing payroll for approx 5000 paid employees and other payment categories, the Senior Manager, Payroll & Compliance is responsible for the operation and management of a team of 10+ payroll, onboarding, super and compliance team members that perform end to end payroll functions and super processing. The compliance function sits within the payroll team to provide advice, checking and support to the University payroll process.

HR Services is a high functioning team that focuses on providing the best service and support to our employees and to ensure the operational requirements of HR workload, projects and initiatives are implemented successfully and in compliance with statutory and legislative requirements.

The role is responsible for developing and empowering the payroll team to build strong partnerships with the wider business and in particular the schools and professional areas within the university. This is a hands-on function to build success in the payroll function and take ownership of the team's development.

Our focus is to move the payroll process end to end into a more sustainable and automated service delivery model with a focus on customer satisfaction and delivering a highly accurate and timely payroll.

### **Duties at this level will include:**

- Lead, manage and motivate staff in the payroll team. Develop and enable the capability of staff within the work area by monitoring and continuously managing their performance and mentor them to better meet current and future role requirements. In doing this, provide staff with constructive feedback and support for high quality performance contributions.
- Be responsible for the achievement of significant payroll objectives and programs leading to automation and simplification of payroll processes
- Upskilling the payroll staff members to focus on delivering consistent and accurate process and advice on payroll related content with the LTU staff members
- Be accountable for the achievement of significant organisational objectives and programs as directed by senior management
- Embedding a culture of sharing and support with the wider HR Services team
- Responsible for payroll programs involving major change which may impact on other areas of the institution's operations with the ability to manage communications at different levels within the organisation
- Strong connection with other LTU functions in Finance, IS and the Office of the Provost regarding payroll process delivery
- Overseeing the payroll compliance function to provide direction to the team on risk areas in the HR/payroll function to ensure accurate outcomes, calling out problematic areas and addressing where necessary
- Build stringent reconciliation processes within the Defined Benefit and Choice super funds ensuring processing meets required deadlines and SLAs
- Represent the University externally in sector groups and discussions relating to payroll
- Embedding a focus on quality and consistent checking mechanisms with regular spot checking of payroll processes

### **Specific Accountabilities of the position:**

- Fully accountable for managing and distributing workload for the La Trobe University payroll ensuring staff meet the deliverables of the fortnightly payroll and associated work to complete it successfully
- Accountable and responsible for building and running a quality checking program on all payroll processes directing the HR Compliance team to achieve significant results in ensuring accuracy to legislative compliance, university policy and relevant Tax and Super guidelines
- Accountable and responsible for the development of knowledge and upskilling within the three cohorts of teams; Onboarding, Payroll and Compliance.
- Responsible for the provision of advice to the business within span of control and escalation management of serious issues to the Director, HR Services
- Regularly contribute to management discussions within the wider HR Services team ensuring information is fed up and down throughout the team
- Proactive involvement with regular discussions with School admin and Management personnel to deal with payroll related issues and improvements
- Accountable for payroll resources to work with other HR teams to provide support of project related activities such as System testing, parallel runs and other actions in collaboration with the HR Systems team
- Monitoring askHR queries and workload ensuring tickets are responded to and resolved within SLA and team are progressively upskilled to manage performance in this area

### **Essential Criteria**

#### **Skills and knowledge required for the position**

- Demonstrated experience and expertise in the management of significant human and material resources, or postgraduate qualifications and extensive relevant experience, or experience and expertise in the provision of strategic policy advice affecting the direction of the University, or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Demonstrated high level of theoretical and applied knowledge in professional area of expertise.
- Demonstrated ability to take responsibility for achievement of objectives and programs affecting a significant organisational area
- Excellent interpersonal skills and demonstrated experience in liaising with staff at all levels of an organisation, negotiating effective outcomes, consultation and facilitation of group discussions.
- Strong leadership skills including the ability to negotiate, motivate, influence and build relationships.
- Proven experience and success in managing staff performance and development.
- Regular self-education and skills to understand new or changing payroll legislation and assess the requirements to embed within the payroll function such as STP, Super Contribution increases.

#### **Specific skills and knowledge for this position:**

- 5+ years of payroll management and leadership experience in a complex organisation for a payroll above 2000 employees and a team size greater than 5 staff members, with multiple industrial agreements and salaried based payroll processes and complex superannuation
- Ability to understand complex payroll issues and lead a team through to successful payroll delivery overcoming obstacles as they arise
- Demonstrated understanding of the principles around quality checking and compliance required in a payroll function

- Demonstrated knowledge of customer satisfaction principles with the ability to manage with the resources available and to avoid escalations to senior management
- Well-formed written and verbal skills in dealings with staff members and managers within the organisation, considering impacts of payroll change and including customers in the planning aspects of change
- Demonstrated initiative in implementing process improvements into payroll functions
- Demonstrated knowledge of payroll compliance practices and reconciliations implemented in the end-to-end payroll

### **Capabilities required to be successful in the position**

- Ability to inspire and motivate others towards shared objectives, actively facilitate communication and two-way feedback across the University and create a safe, inclusive, high-performing team culture – consistently modelling and enabling accountability, connection, innovation and care
- Demonstrated commitment to reflective practice and self-development, identifying and challenging own biases, responding to others with empathy and evaluating the way own behaviour impacts team culture and performance
- Ability to work collaboratively across functions, tailor communication in a way that is meaningful to the audience and contribute to a safe, inclusive, high-performing culture – consistently modelling accountability, connectedness, innovation and care
- Demonstrated creative, critical and systems thinking – generating ideas and recommending solutions to local and organisational problems
- Demonstrated creative, critical and systems thinking, ability to promote a culture of innovation within local area, enabling staff members to evaluate current work practices and identify solutions to local and organisational problems
- Ability to operationalise strategy, adapt quickly to disruption and successfully lead people through change – building a culture in which staff members actively contribute to the improvement of local and organisational practice
- Ability to analyse non-compliant processes in payroll and the wider process, measure and build new robust compliance to reduce or remove errors

### **Essential Compliance Requirements**

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

### **Other Information**

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

### **Position Flexibility**

La Trobe University is committed to providing a diverse, inclusive and respectful working environment for all staff. We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

## Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

We are forward-looking and culturally inclusive. We continuously review, improve and transform our processes to embrace new, flexible approaches. That means you'll always have the opportunity to succeed and make a difference.

## La Trobe's Cultural Qualities:



### **We are accountable**

*We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.*



### **We are connected**

*We connect to the world outside – the students and communities we serve, both locally and globally*



### **We are innovative**

*We tackle the big issues of our time to transform the lives of our students and society.*



### **We care**

*We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities*

For Human Resource Use Only

Initials:

Date: