POSITION DESCRIPTION

Team Leader, Salaries

Position Level | Level 7
Faculty/Division | Division of Operations
Position Number | ADMIN ONLY
Original document creation | March 2021

Position Summary
The Team Leader, Salaries plays a key role in the Division of Operations, Human Resources and is part of the Remuneration and HR Services team responsible for the timely and accurate processing of Salaries and Superannuation administrative functions. The role of the Team Leader Salaries is a subject matter expert across both Salaries and Superannuation Legislation and will have an in-depth working knowledge of all responsibilities performed by Senior Payroll Officers, Payroll Officers and Superannuation Team.

The role is the key intermediary between the Salaries and Superannuation teams and the Manager, Salaries and Superannuation, and acts as an escalation point for either Faculty or Division matters. As part of the Salaries Team, the Team Leader is accountable for the delivery of generalist Payroll services and transactional support to the various faculties and divisions of UNSW, and for maintaining a high level of integrity and confidentiality of data held within the PiMs HR/Payroll System.

The Team Leader, Salaries reports to the Manager, Salaries and Superannuation and will lead a team of Payroll Officers.

Accountabilities
Specific accountabilities for this role include:

- Lead a culture of Customer service excellence by meeting/exceeding service level agreements/expectations.
- Develop a strong collaborative relationship with the HR Business Partnering team to ensure service level expectations are met.
- Provide leadership by supporting and implementing training and mentoring to develop the skills and expertise of team members, as well as managing poor performance.
• Prepare the salaries duty roster and distribute workload to team to ensure that processing is completed within well-established payroll deadlines.

• Act as a first point of contact and investigate and resolve complex data integrity issues or complex superannuation and payroll enquiries and escalate to Manager, Salaries and Superannuation as required.

• Ensure that the University’s interests are protected at all times regarding salaries and superannuation matters.

• Maintain high standards of ethical professional practice including protection of confidentiality of clients.

• Support the processing of all Senior Appointments (Total Remuneration Package – TRP) as required.

• Manage salary overpayments to ensure recovery or escalation is undertaken within a timely manner.

• Oversee and contribute with end-to-end payroll and superannuation processing as required ensuring all transactions are completed within processing deadlines.

• Manage the reconciliation of the fortnightly payroll and associated documentation to UNSW Finance.

• Own the management of processing of the Single Touch Payroll file to the Digital Service Provider.

• Identify areas of risk and inform the Manager, Salaries and Superannuation, of issues in a timely manner with proposed mitigation strategies.

• Identify opportunities for salaries and superannuation process improvement by reviewing, developing and actively working with team members to enhance customer service delivery.

• Creation of ANZ Transactive payments as required and backup for the Manager, Salaries and Superannuation for ANZ Transactive approvals.

• Provide additional support such as backfilling for the Manager, Salaries and Superannuation as required, and complete other related duties as directed.

• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.

• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience

• Relevant qualifications and/or experience in the supervision and leadership of a large Payroll and Superannuation team.

• Proven ability to establish priorities and manage competing deadlines for self and others.

• Excellent relationship, facilitation and negotiation skills and a demonstrated track record of working in and fostering a highly motivated team environment.

• Demonstrates the ability to lead and develop a team to drive excellence in customer service.

• High level of experience in applying judgement for resolving complex payroll issues.
• Proven consistency in making sound decisions by working collaboratively with other staff as well as utilising and analysing available information, knowledge and experience.
• Proven experience in processing a large, computerised payroll
• Demonstrated capacity to maintain and ensure accuracy and attention to detail
• Intermediate level of MS Office and proficient in Excel
• Knowledge and experience of PeopleSoft HCM (HR/Global Payroll) System desirable
• Ability and capacity to implement required UNSW health and safety policies and procedures.
• Excellent verbal and written communication skills.
• Prior experience interpreting EBA and awards.
• Analytical and strong knowledge of Statutory and legislative requirements relating to Payroll activities
• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.
• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

About this document
This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.
This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.