POSITION DESCRIPTION

Senior Manager Payroll & Benefits

May 2024
Position Summary

College / Division
People & Wellbeing

School / Section
People Services

Location
Hobart / Launceston / Burnie

Classification
Senior Manager

Reports to
Director, People Services

Direct reports
Nine

Delegation level
Profile C

The Opportunity

The Senior Manager, Payroll and Benefits is responsible for developing and implementing payroll and benefit initiatives and services for the University, including the timely and accurate management and delivery of Payroll, Superannuation, and Salary Packaging services for 4,000 plus employees with an annual payroll of ~$300 million.

This is ‘technical expert’ leadership position responsible for making a meaningful contribution by leading the service delivery of the Payroll and Benefits team and as a member of the People Services leadership team within the University’s People and Wellbeing division. The Senior Manager, Payroll and Benefits engages with management groups from across the Institution to understand stakeholder requirements in order to deliver accurate and efficient HR administration, Payroll and Benefits services.

The incumbent will lead a capable team of payroll specialist and officers responsible for a range of payroll and administrative tasks, namely the processing, workflow, and management of HR administration and payroll transactions in a high-volume and complex workplace relations environment, together with associated business processes, guidelines, and procedures.

They will work collaboratively with key stakeholders to deliver projects simultaneously against tight timeframes and be required to lead continuous improvement initiatives with a strong customer service focus and commitment to achieving outcomes. They will also work collaboratively with the Manager People Systems & Insights to manage payroll system enhancements, upgrades, and process improvements to ensure efficiency and effective delivery.

About the University of Tasmania

Welcome to the University of Tasmania, your island campus 1,270 million years in the making. This is heightened education at a slower pace of life. A place that attracts the highest percentage of scientists per capita in the world. Home to towering temperate rainforests, 60,000 years of human knowledge and underground cultural experiences of legend. Take your time to breathe it all in.

Our journey began in 1890, with a seed of academic excellence sown on our island. We inspire
and encourage people to flourish and thrive. Our unique circumstances have made us resilient, transforming us into creative problem solvers. Our success is a testament to our quiet determination and adaptability.

We are more than just a place of learning. We are a catalyst for economic growth, a beacon for literacy, a champion for health and a guardian of our environment. We generate powerful ideas for and from Tasmania. We invite inquiring minds, from near and far, to join us in our pursuit of the extraordinary.

**Accountabilities and outcomes**

**Purpose**

The Senior Manager, Payroll and Benefits is responsible for developing and implementing payroll and benefit initiatives and services for the University, including the timely and accurate management and delivery of Payroll, Superannuation, and Salary Packaging services for the University.

**Key Outcomes**

- **Effective Payroll Operations**: Deliver an accurate and seamless payroll function by efficiently operating the University’s Service Delivery and Payroll systems. Leadership and Team Management: Provide effective leadership, mentoring, and supervision to team members, ensuring high-quality results from the Payroll & Benefits team.
- **Stakeholder Support**: Offer expert advice on University HR and Payroll transactions, collaborating with colleges, schools, institutes, and divisions. Ensure compliance with legislative, tax and industrial requirements.
- **Process Optimisation**: Lead process improvement initiatives using Agile principles to optimize, streamline, and improve team performance and user experience related to Payroll and Benefits services.
- **Continuous Improvement**: Drive continuous improvement efforts, balancing tight timeframes and maintaining a strong customer service focus.
- **Strategic direction**: In partnership with the Manager People Systems & Insights, develop a strategic plan for payroll services including a review of current payroll system functionality and market scanning for future system upgrades/change over.

**Behavioural Expectations**

We aim for everyone to have a positive experience at our university, and all staff contribute toward creating a university culture that is safe and supportive, enabling our community to flourish by:

- Treating all others – staff, students and community with fairness, equity and respect.
- Ensuring the workplace is an inspiring and safe place to be.
- Ensuring the workplace is free from harassment, bullying, victimisation and discrimination.

**Success profile**

**Personal Attributes**

- **Leadership**: Assumes responsibility to make decisions and effectively leads, motivates, and inspires people to take action.
- **Driven**: Takes action and uses initiative to seize opportunities and pursue outstanding
results, even when presented with difficulties or setbacks.

- **Flexible**: Has an optimistic approach and readily recovers from setbacks. Embraces change and invites feedback to adapt and improve in the face of new challenges.
- **Investigative**: Readily takes up opportunities to learn and acquire new skills and is able to identify issues and make intuitive judgements.

### Core Capabilities

- **Strategy into Action**: Capable of developing and leading strategy, designing, and leading strategic change initiatives, clearly communicates a compelling vision and establishing processes to embed change.
- **Self-Awareness and Interpersonal Skills**:Recognises and regulates emotions and behaviour in the work context and effectively builds relationships with others to create a collaborative and empowering environment that enables people to achieve and thrive.
- **Continuous Improvement**: Continuously finds ways to improve and simplify processes, systems and practices to deliver improved outcomes for our students, staff and community by utilising practices such as Lean, Agile and Design Thinking.
- **Well Managed Delivery and Performance**: Effectively deploys management systems including planning, operational controls, ongoing performance management and reviews, progress and impact measurement and retrospective operational and outcome reviews.

### Role Specific Skills, Knowledge and Experience

- **Payroll Management**: Demonstrated experience managing payroll functions within a large, complex organization. Proven ability to develop and implement effective payroll and benefits related projects.
- **Legislative Expertise**: High-level knowledge of relevant taxation, superannuation, records management, and industrial legislation.
- **Leadership and Change Management**: Proven success in leading and managing teams through change, training/development opportunities, and performance management. Ability to motivate and empower staff to consistently achieve high levels of customer service delivery, teamwork, problem resolution, and process improvement.
- **Client Service Orientation**: Commitment to providing high-quality services while working flexibly and collaboratively. Skilled in liaising with stakeholders at all levels and presenting complex or technical information to various audiences, including senior management.
- **Payroll Execution**: Proficiency in payroll procedures, calculations, financial reconciliations, and novated lease management. Familiarity with computerized accounting packages, desktop applications (e.g., Microsoft Excel), and reporting tools.
- **Problem-Solving and Prioritization**: Ability to analyse and evaluate complex issues, meet deadlines, and identify effective solutions using a continuous improvement mindset.
- **Payroll Systems**: Knowledge and experience working with complex payroll systems. Past experience with Peoplesoft payroll desirable.
Requirements

To be eligible for this position, you are required to hold Australian or New Zealand Citizenship, permanent residence or a valid visa that enables you to fulfil the requirements of this role.

As part of our commitment to a safe and inclusive workplace, employment history and criminal background checks may be conducted as part of the selection process.

Regular intrastate travel to our Tasmanian campuses.
The intention of this Position Description is to highlight the most important aspects, rather than to limit the scope or accountabilities of this role. Duties may be altered in accordance with the changing requirements of the position.