

Position Description – Payroll Officer

POSITION SUMMARY			
TLC Values: Respect, Accountability, Excellence, Collaboration, Integrity, Innovation			
Position Title	Payroll Officer	Reports to	Payroll Manager Chief Financial Officer
Entity / Business Unit	Finance	Positions reporting to this one	None
Position Purpose	The Payroll Officer is responsible for delivering excellent customer service to support the effective functioning of the Payroll Team. Specific responsibilities include but not limited: processing fortnightly end-to-end payroll, calculating and processing pay queries, leave, rostering, terminations and superannuation as well as maintaining employee records for new hires, pay changes and terminations.		
Expenditure <i>Operating Expenditure (OpEx)</i> <i>Capital Expenditure (CapEx)</i> <i>Payroll</i>	None	ICT requirements	Laptop Outlook Manad Humanforce Payglobal PageUp Excel Great Plains
Qualifications / Experience	2 years' experience in a similar role with demonstrated administrative experience. Relevant tertiary or industry qualification(s) is highly desirable	Compliance Requirements	Satisfactory Police Record Check Mandatory training
Other Requirements	Current Victorian drivers licence preferred	Date	April 2021

Position Description – Payroll Officer

COMPETENCIES		
JOB COMPETENCIES	PERSONAL COMPETENCIES	ORGANISATIONAL COMPETENCIES
Solid understanding of basic finance principles	Well-developed communication skills, interpersonal, written and verbal and excellent stakeholder management	TLC Induction (online and site based) & Driver Safety
Well-developed computer skills, particularly in the Microsoft suite of products	Demonstrates a commitment to a culture of excellence and continuous quality improvement	Health Services induction including Diversity, OHS and infection control (online)
Ability to maintain the highest level of confidentiality and respect the privacy of consumers and staff	Displays a strong service delivery focus	Identifying, reporting and responding to abuse of older people in care (online)
Strong technical financial accounting skills and strong systems skills	Ability to work autonomously and to effectively manage work priorities	Manual Handling (online and practical)
Ability to communicate with clients, staff and a diverse group of other stakeholders	Highly developed analytical and problem solving skills	Compliance with TLC Policies and Procedures

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KEY RESULT AREAS / ACCOUNTABILITIES		
KEY RESULT AREAS	KEY ACTIVITIES	MEASURES OF PERFORMANCE
Demonstrates and upholds the Mission and Values of TLC Healthcare	<ul style="list-style-type: none"> Incorporate the values of TLC Healthcare into daily practices in relation to all duties and responsibilities 	<ul style="list-style-type: none"> Consistently shows respect and values each person's dignity Is accountable for a high standard of work Strives for and achieves excellence Actively participates and contributes as an effective team member Operates in an open, honest and professional manner Seeks opportunities to be innovative for improvement
Payroll	<ul style="list-style-type: none"> Liaise with the Payroll Manager regarding changes and updates relevant to the processing of Payroll Complete the processing of Payroll fortnightly including Annual/Sick/Long Service Leave adjustments as required, as directed by the Payroll Manager Provide backup for the total processing and administration of Payroll when Payroll Manager is on leave Assist and ensure all payroll queries are responded to effectively and efficiently Interpret EBA's and Awards Undertake the management and administration of the master rostering duties 	<ul style="list-style-type: none"> All Payroll processes are completed with a 98% degree of accuracy Payroll processes are completed on time on all occasions Payroll queries are responded to within 72 hours. Ensure all master roster changes are completed within the required timeframe and policy compliance is strictly adhered to.
Commitment to ensuring the privacy and confidentiality of documentation and information	<ul style="list-style-type: none"> Follow established procedures regarding the access, updating and sharing of personal and sensitive information 	<ul style="list-style-type: none"> Personal and sensitive information is stored securely, accessed only when required and updated accurately
Demonstrates appropriate team work and cooperation	<ul style="list-style-type: none"> Assists and educates all staff to effectively complete documentation to support funding claims 	<ul style="list-style-type: none"> Assistance and education is provided to colleagues on a regular basis as required Provide support and guidance to all stakeholders

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	<ul style="list-style-type: none"> • Undertake work collaboratively with all stakeholders and display an understanding of team qualities and the capacity to participate in and contribute to team goals • Complete other duties as reasonably directed by the Chief Financial Officer • Utilises resources responsibly • Supports the end of month reporting process for the executive team. 	<ul style="list-style-type: none"> • Encourage and display collaborative work behaviours • Takes direction in a positive manner and completes duties as reasonably directed • Consistently follows organisational policies and procedures • Completes the monthly reporting process within timeframes. • Fosters a harmonious and caring work environment for all TLC staff members and workplace participants • Resources used in an appropriate with minimal waste
Delivers exceptional customer service for stakeholders	<ul style="list-style-type: none"> • Exceptional customer service provided to residents, representatives and family members including in the delivery of care as well as in day-to-day interactions • Exceptional customer service is provided to internal stakeholders including staff • Receive relevant feedback and respond to queries in a timely and accurate matter 	<ul style="list-style-type: none"> • Communication with relevant stakeholders is proactive and timely • Minimal customer complaints • Timely, accurate and proactive responses to feedback and queries from stakeholders • Positive working relationships with internal stakeholders
Takes reasonable care to protect health and safety of themselves, colleagues and others in the workplace	<ul style="list-style-type: none"> • Completes incident reports • Supports health and safety representatives • Contributes to risk assessments • Participates in training and meetings regarding safety 	<ul style="list-style-type: none"> • Reports hazards, near misses and injuries immediately • Uses personal protective equipment • Complies with risk management policies and procedures and instruction • Attends all safety meetings and training sessions