

Position Description

Team Leader, Payroll and Benefits



Faculty/Portfolio	Chief Operating Officer
School/Centre	Human Resources Division
Basis of Employment	Full-time (36.75 hours per week) and continuing
Primary Location of Work	Geelong Waurm Ponds Campus
Classification	HEW 8 (to be confirmed)
Reporting Line	General Manager, HR Operations

ABOUT DEAKIN

Deakin University is proud to be recognised as an organisation that offers a friendly, supportive and challenging working environment. Our staff are committed to making a genuine difference to people’s lives through excellence in education and research. We acknowledge the importance of providing a dynamic and diverse working environment and offer variety in day-to-day roles as well as professional development opportunities to assist staff to grow and progress their careers. Deakin University staff have the opportunity to interact with colleagues from a diverse range of cultures and professional backgrounds, all of whom share a common interest in lifelong learning.

Deakin is Australia’s sixth largest university and ranks first in Victoria for both student satisfaction and graduate employment. Deakin operates five campuses; the Cloud Campus, Melbourne Burwood Campus, Geelong Waurm Ponds Campus, Geelong Waterfront Campus, and the Warrnambool Campus. We have corporate centres in Melbourne’s CBD, and at the Burwood, Waterfront and Waurm Ponds campuses, as well as offices in South Asia, China, Indonesia, Latin America, Europe, Malaysia, Vietnam, Pakistan and Singapore.

WHY WORK FOR OUR UNIVERSITY?

[Human Resources Division](#)

[Benefits of working at Deakin](#)

[Deakin’s Strategic Plan – LIVE Agenda](#)

DEAKIN’S PROMISE TO EQUITY, DIVERSITY AND INCLUSION

At Deakin we value diversity, embrace difference and nurture a connected, safe and respectful community. Deakin is an Employer of choice for Gender Equality, a proud member of the SAGE Athena SWAN program seeking gender equity for Women in STEMM, and a bronze award holder in the Australian Workplace Equality Index for LGBTI inclusion. We strongly encourage applications from Aboriginal and Torres Strait Islander people and people of all cultures, abilities, sex and genders.

deakin.edu.au/about-deakin/careers-at-deakin



POSITION OVERVIEW

The Team Leader, Payroll and Benefits is responsible for leading and coordinating a team responsible for providing payroll, benefits and salary packaging services to Faculty and Portfolio staff across the University. This role will lead, supervise and guide a highly capable team to deliver quality advisory and administration services to stakeholders at all levels within the University, ensuring the processes are continually improved and align to best practice.

Key Relationships:

Internal	<ul style="list-style-type: none"> • HRD Leaders • HR Operations Leadership team • HR Division, and in particular the HR Information and Systems, Employment and Workplace Relations teams • Finance Division • Faculty / Portfolio managers, colleagues and stakeholders
External	<ul style="list-style-type: none"> • Government authorities, including Centrelink, Australian Taxation Office, Victorian Auditor General’s Office and State Revenue Office • Superannuation Providers • External vendors and suppliers including novated leasing providers, health insurance providers, and third party payroll providers and clearing houses • Other Universities

PRIMARY RESPONSIBILITIES

- Provide leadership, guidance, coaching and support to the Payroll and Benefits team in order to facilitate a positive work environment and to ensure role clarity and operational delivery through appropriate workload distribution.
- Manage the service delivery and performance of the Payroll and Benefits team, which is responsible for the delivery of a range of quality advisory and transactional HR services, particularly in relation to the payment of University staff and provision of staff related benefits including superannuation.
- Foster and encourage a proactive, customer service focused culture in line with service standards. Respond to queries or concerns raised regarding the service delivery of the team using a pragmatic and collaborative approach to solving problems.
- Monitor the activities of the Payroll and Benefits team to ensure compliance with policies, procedures, and processes and that data accuracy and integrity is maintained to the required standards.
- Conceptualise, consult, develop and implement best practice processes, ensuring these provide an easy, consistent and enhanced experience. Liaise with key stakeholders to ensure that all parties’ requirements are taken into account, and work closely with HR Information and Systems colleagues to implement the system-based enhancements.
- Manage dissemination of information to key stakeholders across the University including discussions with the HR Network and HR Community and ad hoc communications, with a focus on building knowledge and capability in Divisional and University staff and managers on changes to legislation/policy, or other relevant internal or external changes affecting staff entitlements and conditions.
- Work closely with other HRD teams to ensure the Payroll and Benefits team is kept up to date with relevant legislation and employment conditions and that enhancement and process changes are managed and implemented through updated work instructions and team training activities.
- Be an active HR Leader by providing advice, divisional oversight and support to ensure we are meeting our overall goals and objectives whilst at the same time enhancing the Division’s overall brand. Lead projects that contribute to the delivery of the annual HR Divisional Plan and other strategic initiatives.

- This role has staffing responsibilities and must therefore ensure staff and own adherence to University policies and procedures, including but not limited to those relating to equal opportunity, occupational health and safety, risk and financial management, privacy, staff development and staff performance planning and review.

ABOUT YOU

To be successful at Deakin you are willing to enthusiastically embrace the Deakin Offer and Promise as expressed in the Deakin University Strategic Plan, and must share the University's values.

You will be a person who is ambitious for Deakin University's success and optimistic about its future; and will display diligence, have great resolve and a focus on producing results.

SELECTION CONSIDERATIONS

Qualifications and Experience:

- An equivalent combination of training and experience or a postgraduate qualification in HR Management or relevant discipline.
- Demonstrated experience in leading a team to provide high-quality, results focused excellence in service delivery in an HR environment.
- Extensive experience in the use and functionality of a HR Information System, including utilising systems to automate transactional HR activity.
- Demonstrated experience to develop and mentor staff to enhance team and individual capabilities.

Capabilities and Personal Attributes:

- Proven ability to exercise sound judgment, initiative, diplomacy, tact and discretion as well as proven experience handling sensitive and personal information in a confidential and appropriate manner.
- Demonstrated ability to build and maintain strong and effective relationships with colleagues and organisational management/staff at all levels, including an ability to negotiate win-win outcomes and influence stakeholders.
- Demonstrated capability for analytical and conceptual thought in the development of new initiatives, the diagnosis of problems and in providing innovative approaches and practical solutions on a timely basis.
- Strong communication and interpersonal skills with the ability to produce clear and accurate communications that are appropriate for their intended audience.
- Proven capability to work positively and effectively as part of a collaborative work team and large Division, to accommodate and work well with different working styles and to work independently where required.
- Demonstrated ability to organise and plan, to meet rigid and conflicting demands and deadlines, along with the ability to adapt to changing priorities.

SPECIAL REQUIREMENTS

- Will be required to travel to other University locations.
- This role has been identified as having contact with children and requires the incumbent to apply for and maintain a Working With Children Check (refer to Deakin's Recruitment Procedure for further details).

DISCLAIMER

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.