

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Payroll Officer	Department	Corporate Services
Location	North Melbourne, VIC	Direct/Indirect Reports	0
Reports to	Payroll Team Leader	Date Revised	Dec 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0028256

### ■ Position Summary

The role of the Payroll Officer is to provide accurate and timely processing of Red Cross end to end payroll. Working with the Payroll Team Leader, this role will assist with all payroll related enquiries from employees, third party providers and internal customers to provide operational excellence in the delivery of day to day payroll transactions.

### ■ Position Responsibilities

#### Key Responsibilities

- Maintain accurate payroll records of all employees inclusive of variations, new hires, terminations, leave, password resets, superannuation changes and New User security user setup
- Assist with the preparation of Redundancy Estimate Calculations in consultation with Payroll Team Leader
- Using a customer service approach liaise with employees, internal stakeholders and third parties on all payroll related queries to achieve satisfactory outcomes including issues relating to leave, salary packaging, Centrelink, superannuation, over/underpayments and advance payments
- Provide support and advice to the HR team in relation to payroll issues, including advice on the preparation of payroll paperwork as required
- Provide the Payroll Team Leader with support in the pay production process by reviewing relevant payroll reports
- Assist with the distribution of third-party providers payroll reports and employee pay advices where applicable
- Display a high customer service focus throughout all payroll processing activities
- Prepare advances for approval by the Payroll Team Leader as required
- In consultation with the Team Leader and Payroll Manager, continually identify strategies to improve and expand services in line with the Red Cross Strategic Direction and best practice principles

### ■ Position Selection Criteria

#### Technical Competencies

- Demonstrated payroll end to end processing experience in high volume environment
- Proven highly developed organisational and time management skills
- Excellent communication and interpersonal skills
- Ability to interpret awards and relevant legislation

- Advanced numerical and data entry skill
- Attention to detail
- Customer service focused.

### Qualifications/Licenses

- Knowledge of the Aurion payroll software is desirable but not essential
- Competency in MS Office (Excel & Word) desirable

### Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Innovating and improving** | Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.

### ■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:  
**Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters.