



Job Description

Our vision is “***Human Potential, Realised***”.

Civic Disability Services is a not-for-profit organisation that provides services to individuals with intellectual disability and mental illness. We aim to create a society where people have the opportunity to realise their full potential, achieve their goals and participate as a valued member of the community.

Role: Payroll Leader

Reporting: The role reports to the Financial Controller

Objective:

The key objectives of the role are to:

1. Ensure that our people are paid correctly and on time, every time;
2. Work with Civic leaders, the rostering team, and the people and experience team to evaluate payroll practices to make sure they are meeting the needs of the business and employees.

Duties and responsibilities:

1. Work with the Financial Controller, Civic leaders, the rostering team, and the people and experience team to evaluate and design payroll practices, processes and guidance materials that are effective and easy to understand.
2. Work with the finance, rostering and people and experience teams to create structures that ensure the integrity and consistency of system data that supports effective and useful reporting.
3. Process payrolls for the business, making sure that Civic’s employees are paid correctly and on time.
4. Evaluate payroll processes and data flows, especially where they interact with other systems and teams, and make suggestions for improvements.
5. Coordinate the relationship with key partners and stakeholders such as Civic’s salary packaging provider, superannuation funds, insurers, and the Australian Tax Office (ATO).
6. Respond to employee queries as they relate to payroll and the payment of wages and benefits such as superannuation, salary packaging and tax. Identify when advice is financial advice and refer the employee appropriately. Refer queries on award interpretation, award entitlements and benefits to the people and experience team for a response.
7. Coordinate third party payments/reimbursements/documentation such as workers compensation payments, government parental scheme payments, garnishee orders, tax declarations, superannuation fund documentation and other payments and documents. Coordinate with the finance team to make payments and reconcile to ensure payments are correct.



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8. Build knowledge and understanding of payroll related policies, processes and guidance materials across the business.
9. Work collaboratively with leaders and employees to design, plan and deliver change and cultural alignment initiatives relating to payroll.
10. Contribute to operational planning, drawing together people and operational perspectives to improve outcomes.
11. Apply a risk management approach to practice and advise the Financial Controller, Chief Financial Officer and GM – People and Risk if areas of concern are identified
12. Evaluate the quality of the payroll experience against operational, compliance and cultural objectives on a regular basis. Identify gaps and work with the team and/or leaders to build capability and/or improve outcomes. Refer to the Financial Controller when gaps are identified.
13. Maintain professional networks and contribute to the recognition of Civic's employer brand.

Essential Criteria

- Diploma in business, accounting, human resources or similar. Degree would be a huge advantage.
- Experience preparing and processing payrolls for 500-1000 employees in a complex award environment that operates 24 hours a day, 7 days a week.
- The ability to look in, under, and outside the box (throw the box out if you like) to identify practical solutions that provide the right support at the right moment.
- A strong customer experience focus, including an understanding how fundamental getting employee's pay right is to provide a great employee experience.
- Experience coordinating stakeholder relationships with suppliers, government agencies and superannuation funds.
- Experience developing processes and guidance materials for payroll for the use of the business.
- A solid understanding of awards, legislative entitlements, taxation relating to payroll, workers compensation payments, and superannuation.
- Experience in a community, health, aged care and/or disability services environment would be a huge advantage
- A passion for working with others to create an employee experience that allows people to realise their human potential.