

Position Description

Payroll Operations Leader

Classification:	Admin Officer Grade 5
Business unit/department:	People & Culture HR Shared Services
Work location:	Austin Hospital <input type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment type:	Parental Leave Cover
Hours per week:	40 (38+ADO)
Reports to:	Payroll Manager
Direct reports:	
Financial management:	Budget:
Date:	25 July 2025

Position purpose

To lead the day-to-day operations of a payroll team responsible for the processing of a payroll service within Austin Health. The role is currently responsible for running a fortnightly pay end to end and supervises a team of payroll professionals.

Providing Austin Health employees and managers with support and accuracy in a timely manner for all related payroll duties and administration.

Ability to solve complex payroll queries and operate effectively across all areas of payroll,

About the Directorate/Division/Department

The People & Culture Directorate is one of seven reporting to the Chief Executive Officer.

Based at the Repatriation Campus of Austin Health, the HR Shared Services department is a well-regarded enablement function, consisting of teams that provide accurate and efficient HR services across the organization.

With a focus on service excellence and customer-centricity, the HRSS teams work collaboratively together and with the broader People & Culture function to support employees and managers through the employee life cycle.

Position responsibilities

- Hold strong knowledge of payroll software - SAP Success Factors and Kronos
- Ensure the payroll team is appropriately trained in SAP Success Factors and UKG Dimensions and that access profiles for the team are maintained appropriately.
- Provide Payroll team members with coaching, guidance, and direction, monitoring workloads and delegating tasks as appropriate
- Act as the subject matter expert on Payroll day to day operational activities.
- From the HR Service Desk, accept queries which are complex in nature and resolve or allocate to payroll team members for resolution.
- Ensure all support staff adhere to the HR Code of Conduct as well as the Austin Health values.
- Ensure payroll support staff display a high level of customer service at all times.
- Ensure payroll workflow is regularly monitored and adequately resourced. With service desk calls, variations and terminations being processed within acceptable timeframes.
- Own selected processes for 'end to end' payroll processing
- Ensure proper preparation and input of payroll data in accordance with award and EBA provisions.
- Oversee the finalisation of the relevant pay run, ensuring all caution/error lists are checked, together with other audit checks produced by the HR Systems team, all in a timely manner.
- Complete VDP and TSP quotations for Austin staff as directed by the Payroll Manager or HR Management team.
- Assist the Payroll Manager to identify, develop and implement opportunities for improvement in service delivery.
- Check offline payments and terminations before they are processed, ensuring accuracy at all times and provide analysis and recommendations for reducing payment volumes.
- Carry out and record sample audits on payroll Masterfile and timesheet transactions during each payroll process.
- Provide advice and assistance to auditors as required.
- Ensure appropriately authorised payroll adjustments are implemented.
- Ensure the payroll team always maintain confidentiality.
- Ensure Finance are advised of large or extraordinary payments processed.
- HRSS Leadership contribution
- Ensure that Payroll processes are integrated with other HRSS processes and participate in cross functional process improvement activity.
- Assist and advise managers with payroll requirements and procedures as required.
- Undertake additional responsibilities in the absence of the Payroll Manager as appropriate and as delegated.
- Undertake other appropriate duties as directed by the Payroll Manager

Selection criteria-Role Specific



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Essential Knowledge and Skills

- In-depth understanding of end -to-end payroll processing legislation through 10+ years of experience
- Experience in leading a payroll team.
- Knowledge and strong skills in the use of Success Factors and Kronos
- Knowledge of/experience in the Health industry
- Keeps abreast of relevant payroll related legislative issues and translates this knowledge into solutions into the work environment.
- Highly developed interpersonal skills, leadership skills and team building ability.
- Ability to utilise systems and technology to streamline and improve internal processes.
- Ability to prioritise business requirements and manage stakeholder expectations.
- Demonstrated ability to lead internal change activities and a passion for continuous improvement.
- A high level of initiative, discernment, energy, and results orientation.
- Strong team focus and ability to work collaboratively across the HRSS teams.

Desirable but not essential:

- Possession of a relevant tertiary qualification: Finance, Commerce, HR, or significant proven experience in payroll leadership

Selection criteria

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.



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- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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