

Position Title	Payroll and Benefits Officer
Group/Portfolio	Human Resources
Classification	HEW Level 5
Position Number	
Reports To	Payroll Team Leader
Employment Type	Continuing

1.0 Position Purpose

The Payroll and Benefits Officer plays a critical role in delivering accurate, compliant and customer-focused payroll services across a large and complex higher education environment. The position is responsible for proactively administering and supporting a wide range of payroll and employment-related transactions, ensuring employees are paid correctly and on time while maintaining legislative, taxation and University compliance obligations.

Working as part of a high-performing Payroll team, the Payroll and Benefits Officer provides expert advice and support to employees, managers and stakeholders on payroll matters throughout the employee lifecycle. The role contributes to payroll governance, risk management, data integrity and continuous improvement initiatives, supporting the University's commitment to operational excellence and employee experience.

The position requires specialist payroll knowledge, strong analytical capability, sound judgement and a commitment to service excellence while operating within a complex industrial relations and legislative framework.

2.0 Eligibility Requirements

- Relevant tertiary qualifications in Business, Human Resources, Payroll Administration or a related discipline, and/or an equivalent combination of relevant experience and education.
- Demonstrated experience in payroll administration within a large and complex organisation and experience interpreting industrial instruments, employment legislation and payroll-related taxation and superannuation requirements.

3.0 Key Responsibilities

Payroll Operations

- Deliver accurate and timely payroll processing services across the full employee lifecycle, including appointments, contract variations, remuneration changes, allowances, leave processing, superannuation, salary packaging arrangements and employment separations.
- Process payroll transactions in accordance with approved procedures, service standards, compliance requirements and payroll calendars.
- Undertake payroll and HR master data maintenance activities, ensuring accuracy, completeness and data integrity across enterprise systems.
- Support the delivery of fortnightly payroll activities, reconciliation processes and exception management.

Payroll Compliance and Governance

- Ensure compliance with relevant legislation, taxation requirements, superannuation obligations, Enterprise Agreements, employment contracts and University policies.
- Maintain a strong focus on payroll governance, internal controls and audit readiness.
- Identify, investigate and resolve payroll discrepancies, data integrity issues and compliance risks.
- Contribute to the implementation and maintenance of payroll policies, procedures and controls that support best practice payroll operations.

Employee and Stakeholder Support

- Provide professional, responsive and customer-focused advice to employees, managers and stakeholders on payroll-related matters.
- Manage and resolve payroll enquiries through service delivery platforms, ensuring high levels of customer satisfaction and timely resolution.
- Build effective working relationships across Human Resources, Finance, academic groups and professional service areas to support organisational outcomes.

Systems, Data and Continuous Improvement

- Maintain payroll and HR information within PeopleSoft HCM and associated systems, ensuring adherence to position management protocols and organisational standards.
- Analyse payroll data and identify trends, risks or anomalies requiring investigation or corrective action.
- Contribute to payroll system enhancements, testing activities, upgrades and implementation projects.
- Proactively identify opportunities to streamline processes, improve service delivery and leverage technology to enhance payroll operations to thrive as a team with a future focus.

Team Contribution and Capability Development

- Maintain current knowledge of payroll legislation, taxation requirements, superannuation obligations and industry best practice.
- Proactively contribute to team activities, function and development to enhance and value add to the teams continual development
- Foster and support a collaborative, inclusive and high-performance team culture.

Integrity and Professional Conduct

- Demonstrate behaviours consistent with the University's Values, Code of Conduct and Integrity Framework.
- Actively support fraud prevention, risk mitigation and ethical decision-making practices.
- Promote a culture of accountability, professionalism, respect and continuous improvement.

4.0 Key Capabilities

Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates' success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Self section of our [Capability Development Framework](#).