



POSITION DESCRIPTION - Payroll Officer	
Part 1 – Expectations for Your Role	
Position	Payroll Officer
Service / Program	Human Resources
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Level 3
Reports to	Payroll Team Lead
Effective Date	March 2025

Key Deliverables

Payroll Processing

- Ensure accurate, compliant payroll processing for the business
- Process payroll tasks such as terminations, salary/allowance adjustments, and back payments promptly and accurately
- Assist in processing wage increases per relevant Industrial Agreements/Awards

Compliance & Legislation

- Interpret relevant Awards/Enterprise Agreements to ensure payroll compliance and accurate staff payments
- Stay up to date with labour laws, tax regulations, superannuation, and payroll legislation

Payroll Reporting & Audits

- Ensure data integrity through regular internal payroll audits
- Provide data to support external payroll audits as needed
- Contribute to end-of-year processing with Payroll Officers and the Payroll Lead
- Assist with required reporting, including the ABS quarterly survey, with the Payroll Lead

Stakeholder Collaboration & Relationship Management

- Collaborate in a team focused on delivering high-quality service
- Support and educate the HR team on payroll queries and legislation
- Identify and deliver payroll and Dayforce training to business stakeholders/managers

Employee Queries and Support

- Act as a contact for employee payroll queries
- Help employees understand payslips, entitlements, and deductions
- Provide timely, accurate responses to inquiries

Record Keeping & Documentation

- Maintain payroll procedures, ensuring accuracy and collaboration with the team and broader business
- Keep payroll records accurate, confidential, and secure
- Ensure payroll data is current and compliant, including bank and personal details



General Administration & Projects

- Support HR and Finance with payroll-related admin tasks
- Help onboard and train new payroll team members with Payroll Officers and the Payroll Lead
- Contribute to continuous improvement of Dayforce functionality and payroll processes
- Participate in payroll and HR projects as required

Skills

- Proficiency of payroll principles, practices, regulations and procedures.
- Understanding of payroll and time and attendance systems
- Systems navigation experience and extensive software skills
- Proficiency of basic accounts practices and procedures such as taxation and superannuation fundamentals
- Experience and knowledge interpreting various modern awards, collective agreements and the National Employment Standards (NES)
- Understanding of organisational needs and how the system supports the business
- High level of attention to detail
- Naturally curious with proven investigation skills, and seeks out the root cause issue, and pro-actively produces recommendations to remedy the issue
- Able to develop highly effective working relationships by building credibility, respect and rapport with internal and external networks
- Emotional intelligence, personal resilience and tenacity
- Ability to utilise negotiation, conflict resolution and creative problem-solving techniques in service delivery

Desirable Experience and Knowledge

- A relevant qualification in Accounting, Finance, or Human Resources (e.g., Certificate IV in Payroll Administration) is preferred
- Membership of relevant community organisations, professional associations, or peak bodies
- Experience working within a large or complex organisation, navigating its structures and processes efficiently
- Sector Knowledge: Appreciation and understanding of the not-for-profit or health sector, with awareness of industry-specific needs and compliance and industrial relations requirements.

Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment
- **Data Entry:** Capability to type and handle administrative tasks
- **Office Mobility:** Ability to move around the office and attend meetings
- **Light Lifting:** Ability to lift and carry up to 5 kg (e.g., laptops or office supplies)
- **Visual & Auditory:** Ability to read documents and communicate effectively in person and via phone/video
- **Travel:** Ability to travel locally to Each sites.



POSITION DESCRIPTION - Employee

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each’s values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each’s goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each’s policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria

Skills & Behaviours

- Adhere to Each’s Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.



- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.