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| **Position:** | **Manager, Payroll & People Services** |
| **Team:** | People, Culture & Safety |
| **Org unit:** | People, Culture & Safety |
| **Reporting manager:** | Senior Manager, Workforce Services & Systems |
| **Industrial coverage:** | Non-award |
| **AON Code:** | * Aon.FIN.30016.4 Payroll Manager (80%) * Aon.HRS.50005.5 Human Resources Manager – Generalist (20%) |
| **ANZSCO code:** | *TBC* |
| **Approval status** | Approved |
| **Date reviewed:** | 17 March 2025 |

**Organisation purpose**

**A different brilliant®** - understanding, engaging and celebrating the strengths, aspirations and interests of people on the autism spectrum.

Vision: The best opportunities for people on the autism spectrum.

Mission: We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centred, family-focused, and customer-driven.

Values: We are passionate about people, about being positive, and about what’s possible.

**Team purpose**

The People, Culture and Safety (PCS) team work with Aspect’s business units to help create a positive, safe and rewarding employee experience for all Aspect employees

**Position purpose**

To lead the delivery of Payroll & People Services, remuneration and benefits operations, and insights and reporting across Aspect. The Manager, Payroll & People Services is responsible for overseeing the employee lifecycle, from the hire and onboarding stage through to cessation of employment, with an emphasis on creating and maintaining a seamless employee experience.

**Key accountabilities**

**Payroll & People Services**

* Provide effective leadership and direction to the Payroll & People Services team to drive efficient, effective and customer focused delivery of services to employees.
* Work collaboratively with the People, Culture & Safety leadership team to implement PCS Business Plan objectives, service level agreements and a tiered service delivery model.
* Oversee and contribute to the delivery of services related to the employee lifecycle, including but not limited to onboarding and induction; changes in working arrangements; significant employment events; separation, exit and offboarding.
* Oversee and contribute to the provision of information and advice to managers to support them in managing their teams and executing people management processes, including but not limited to policy and procedural guidance, and interpretation of awards and agreements. Oversee escalation of requests and queries to specialists where needed.
* Lead the implementation of Aspect’s remuneration strategy through effective application of awards, enterprise agreement and remuneration review outcomes.
* Govern, oversee and approve Payroll related changes in line with the Aspect Payroll calendar and external governance and regulatory reporting requirements
* Build and foster effective relationships with internal colleagues and external vendors to maintain effective service delivery.
* Contribute as payroll subject matter expert to PCS projects.
* Develop and maintain reports and dashboards to support predictive analysis, insights and decision making in relation to workforce strategy development and delivery
* Manage monthly, quarterly, annual and other reporting requirements with internal and external stakeholders and regulatory bodies.
* Support and implement process and system improvements to strengthen ways of working, products, services and delivery from the Payroll & People Services team.
* Develop performance and reporting metrics to measure service delivery against service level requirements and customer expectations.
* Implement appropriate risk management, governance and compliance frameworks, and business continuity strategies to maintain performance standards against agreed service level agreements, legislation, policies and procedures.
* Maintain the integrity, security and privacy of payroll information to meet organisational and legislative requirements.

**Team culture and development**

* Establish and promote a culture of continuous improvement and high performance that encourages team members to identify opportunities for improved service delivery.
* Ensure ongoing training and development is provided to team members to build subject matter knowledge and key capabilities
* Collaborate with team members to ensure the development and regular review of meaningful individual performance development and review plans that are clearly aligned to strategic objectives and focused to develop the individual.

**People, Culture & Safety functional development**

* Contribute to shaping PCS strategy and continuous operational improvement through knowledge of Aspect’s business, the external context, and contemporary practice in own area of expertise.
* Contribute to operational management of the PCS team, including business planning, budgeting and reforecasting, stakeholder reporting (including the Executive and the Board).
* Contribute to the development of the PCS team collective knowledge and team spirit through participation in and leadership of learning and team building activities

**Safeguarding the people we support**

Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support.

* Coordinators, Managers and Executive are responsible for ensuring that they and their teams:
  + follow safeguarding guidelines as outlined in Aspects Safeguarding the People We Support Policy and Code of Conduct.
  + complete all mandatory safeguarding training.
  + comply with mandatory reporting and legal requirements
  + be vigilant and maintain a heightened sensitivity to recognising signs of abuse, neglect or exploitation and escalate/report those signs/concerns.
  + escalate/report other staff practices which deviate from policy/procedure.
* Coordinators are required to alert next-level managers to any concerns and/or issues that may warrant investigation.
* Managers and Executive are required to:
  + be the escalation point for all concerns and/or issues and investigate, in consultation with the relevant business unit.
  + promote a safeguarding culture and educate staff in understanding the need for ongoing vigilance.

**Work health and safety**

Members of the Aspect leadership network are considered Officers under the work health and safety legislation and, accordingly, are responsible for ensuring Aspect has arrangements in place to comply with legal obligations.

* Fulfil your obligations to ensure Aspect complies with its work health and safety obligations under WHS laws.
* Hold managers within your business unit accountable for their health and safety responsibilities.
* Fulfil your duty to exercise due diligence. Due diligence means you must:
  + acquire and keep up to date knowledge of work health and safety matters
  + understand the operations of the business and the hazards and risks involved
  + ensure appropriate financial and physical resources and processes are provided to enable hazards to be identified and risks to be eliminated or minimised
  + ensure information regarding incidents, hazards and risks is received and the information is responded to in a timely way
  + ensure the business has, and implements, processes for complying with any legal duty or obligation
  + verify the provision and use of resources and processes.

**Reporting lines**

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| **Direct manager:** | Senior Manager, Workforce Services & Systems |
| **Direct reports:** | * Senior Payroll Officer * Payroll Officers * People Services Consultant * People Services Associate |

**Essential requirements**

* Tertiary qualification, or vocational qualification and equivalent experience, in payroll, human resources, business administration or a related discipline
* Breadth and depth of experience in a Payroll Team Leader role in a medium to large business with diverse industrial relations frameworks
* Proven experience in interpreting and applying employment / industrial frameworks and providing procedural guidance and practical advice.
* Strong data literacy, analysis and report development skills
* Deep understanding of the employee lifecycle
* Strong customer centric approach, with a thirst for feedback and a bias for action
* Design thinking approach, focussed on constantly improving customer experience and reducing friction points in processes
* Strong organisational and planning skills, verbal and written communication skills, and customer and stakeholder relationship management skills.
* Deep knowledge and understanding of payroll and people processes and systems
* Experience in managing workload, workflow and output of a team; and in leading and developing a team.
* Mindset for positive change and commitment and aptitude for process improvement
* A collaborative approach with a passion for fostering a positive and productive work environment.
* Willingness to travel to regional and interstate sites from time to time
* Completion of NDIS Worker Orientation Module
* Working with Children Check clearance (NSW)
* National Police Clearance

**Aspect Leadership Capabilities**

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| **Lead self:** | Refer to the [Aspect Leadership Framework](https://sp.aspect.org.au/knowledge/SitePages/Aspect%20Leadership%20Framework.aspx). |
| **Lead others:** |
| **Lead organisation – operations:** |
| **Lead organisation – strategy:** |
| **Lead organisation – innovation and change:** |