

POSITION DESCRIPTION

Manager, Payroll Operations



WESTERN SYDNEY
UNIVERSITY

POSITION DETAILS

Position Title	Manager, Payroll Operations
Classification	HEW 9
Position Number	7015409
School/Office	HR Operations
Division	People and Culture

POSITION PURPOSE

The Manager, Payroll & Compliance provides strategic leadership and assurance for the University's payroll operations, ensuring payroll is delivered with accuracy, timeliness, and full compliance with legislative, regulatory, and industrial requirements.

The role is accountable for payroll governance, risk management, and assurance frameworks, representing payroll at senior levels and working closely with Finance, Audit, and HR leadership. The Manager leads a specialist team, building capability, embedding strong controls, and driving continuous improvement in payroll services, including digital transformation and automation initiatives. The role ensures that payroll remains a trusted, compliant, and efficient function, balancing service excellence with robust governance.

KEY ACCOUNTABILITIES

- **Provide strategic leadership and accountability** for the University's payroll operations, ensuring services are accurate, timely, and fully compliant with legislation, regulations, and industrial instruments.
- **Oversee payroll governance, assurance frameworks**, and risk management, ensuring audit readiness and maintaining workforce trust in payroll integrity.
- **Lead, mentor, and develop** payroll staff, building capability in compliance, governance, and high quality service delivery.

- **Act as the University's senior advisor** on payroll compliance and governance matters, engaging with Finance, Audit, regulators, and HR leadership.
- **Translate complex enterprise agreement** and legislative requirements into operationally sound payroll practices.
- **Drive continuous improvement** and digital transformation of payroll systems and processes, leveraging automation and AI to deliver innovative, award-winning practices.
- **Ensure segregation of duties**, internal controls, and variance analysis processes are in place to mitigate payroll risks.
- **Lead the response to payroll audits**, reviews, and compliance activities, ensuring actions are closed and controls continuously improved.

QUALIFICATIONS, EXPERIENCE AND SKILLS

Essential

- Tertiary qualifications in Business, HR, Finance, Accounting, or a related field.
- Demonstrated experience leading payroll, compliance, or workforce governance functions in a large and complex organisation.
- Strong knowledge of payroll legislation, taxation, and superannuation requirements, with the ability to translate these into compliant operational practices.
- Proven ability to lead teams, build capability, and foster a culture of continuous improvement.
- Experience in managing governance, assurance, and audit processes to ensure organisational compliance and risk mitigation.
- Strong stakeholder engagement and influencing skills, with the ability to build credibility with senior leaders, auditors, and regulators.
- High-level analytical, numeracy, and problem-solving skills to identify and resolve issues effectively.

Desirable

- Familiarity with Ascender Pay or other large-scale payroll systems.
- Experience in digital transformation of payroll or HR operations, including automation or AI.
- Relevant professional membership or certification in payroll, HR, or governance.

KEY RELATIONSHIPS

- **This position reports to:** Director, HR Operations and Enablement
- **This position supervises:** Payroll Officers
- **Key internal relationships:**
 - Manager, People Systems
 - Manager, HR Operations
 - HR Operations Team
 - Finance Services
 - HR functional leaders (Talent, OD, Workplace Relations, WHS)
- **Key external relationships:**
 - Regulators and auditors
 - Payroll vendors and system providers
 - Superannuation and taxation authorities

CHALLENGES

- Building workforce trust in payroll by ensuring accuracy, timeliness, and compliance across a complex enterprise agreement environment.

- Developing team capability and professional growth to ensure payroll staff are empowered, future-focused, and delivering best practice services.
- Balancing robust governance, audit readiness, and internal controls with efficient, high-volume service delivery.
- Driving digital transformation, including the integration of automation and AI, while maintaining service continuity.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by: People and Culture Partner

Date: June 2026