

Position Description



Position Title	Payroll Support & HR Administration Officer
Department	Workforce Management
Reports to	Manager HR Services
Grade	7
Date reviewed	October 2025

Primary Purpose

Support the delivery of accurate, efficient, and compliant payroll services, along with high-quality administrative support to the HR Services team. This contribution enables the Workforce Management Unit to drive positive organisational and employee outcomes through streamlined processes and adherence to legislative and policy requirements.






The incumbent will contribute to Council's vision as "A Trusted Community Partner", promote the values which support this: Solutionary, Together, Accountable, Innovative, Caring, and use these to guide decisions, actions and conduct.

Key Accountabilities

- Assist in the accurate processing of payroll to deliver accurate outputs and outcomes with respect to remuneration, leave, workers compensation, taxation and superannuation.
- Maintain administrative processes and management systems and monitor and report on the quality of systems, processes and resources used by the Workforce Management Unit,
- Provide timely, accurate and professional customer service to internal and external customers,
- Assist in the maintenance of employee records using Civica and Content Manager,
- Communicate effectively (both written and oral) with all levels in the organisation on all matters relevant to the position,
- Support the Payroll Officer in End of Financial Year processes,
- Support the Payroll Officer in the delivery of audit requests,
- Assist the broader HR Services team with ad-hoc project work, which could include scheduling meetings/workshops, preparation of correspondence, presentations or reports
- Provide backup coverage for the Payroll Officer during leave periods, ensuring continuity of accurate, timely, and compliant payroll processing
- Contribute to the performance of Council: demonstrate professional conduct, make the best use of knowledge, experience and skills and be accountable for own decisions and actions.

- Contribute to a safe workplace: comply with legislative and organisational requirements and be accountable for own decisions and actions.

The employee is required to undertake any other duties, projects or tasks as directed by the Manager HR Services, which are within his/her skills, competence and training.

Position Capabilities		
Capability Group	Capability Description	Level
 Personal Attributes	Be accountable for investing in own growth, acting with integrity and displaying resilience.	Adept
 Relationships	Be respectful, inclusive and collaborative in engaging with others to address issues and deliver for the community.	Adept
 Results	Be planned and responsive to organisational priorities and develop pragmatic solutions to deliver quality outcomes.	Intermediate
 Resources	Be efficient, effective and compliant in the management and use of assets, finance and contracts.	Intermediate
 Workforce Leadership	Be accountable for providing direction, developing capability and leading effective approaches to meet organisational priorities now and into the future.	Intermediate

Essential Criteria

1. Certificate III qualification or above, in Accounting, Business Administration, or a related discipline with demonstrated contemporary experience in a similar role; or substantial contemporary experience in a similar role to support contemporary knowledge
2. Demonstrated ability to work in a busy team environment that demands high levels of concentration while coping with frequent interruptions
3. Strong organisational skills, attention to detail and the ability to prioritise tasks
4. Demonstrated experience in customer service environment, dealing with a range of stakeholders
5. High level of communication skills, both verbal and written
6. Demonstrated experience in Microsoft office suite and high level accurate data entry
7. Proven ability to develop and maintain internal and external stakeholder relationships to achieve outcomes that contribute to the achievement of the organisation's strategic goals
8. Ability to exercise sound judgment and adhere to confidentiality requirements in all aspects of work
9. Current Class C drivers licence

Desirable Criteria

1. Demonstrated experience in payroll processing or working within a finance or accounting environment.
2. Experience in Local Government legislation and/or demonstrated experience interpreting legislation
3. Knowledge of taxation laws and statutory obligations

The position description should be read, and applied, in conjunction with other corporate documentation that guides decision-making, actions and conduct, including but not limited to, the contract of employment, Code of Conduct, delegations of authority, legislation, regulation, policy, procedure, process, standards and plans.

I have read and understand the above requirements and accountabilities of this position.

Name (please print)

Signature

Date