

## CITY OF WANNEROO POSITION DESCRIPTION – TEAM MEMBER

<b>POSITION TITLE:</b> Payroll Officer	<b>DIRECTORATE:</b> Corporate Strategy & Performance	<b>DATE:</b> October 2024
<b>REPORTS TO:</b> Senior Payroll Officer	<b>SERVICE UNIT:</b> People & Culture	<b>LEVEL:</b> 5
<b>POSITION NUMBER:</b> 3102	<b>SUB UNIT:</b> People & Culture Operations	<b>ROLE FOCUS:</b> Service
<b>ROLE BALANCE:</b> (People/Scheduling/Technical) 10/10/80	<b>JOB FAMILY:</b>	<b>ANZSCO CODE:</b>

### ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

### DIRECTORATE CONTEXT

The **Corporate Strategy & Performance Directorate** addresses the full range of functions dealing with 'running the organisation'. This includes a coordinated approach to corporate planning, monitoring and reporting, whilst ensuring business processes and systems are effectively supported, reviewed and enhanced, and will facilitate continuous improvement, maintain high corporate standards and deliver long term financial sustainability.

### POSITION CONTEXT

Under direct supervision of the Senior Payroll Officer, this position is accountable for the provision of quality payroll outcomes in accordance with customer needs as outlined in the Service Plan and Performance & Development Review Conversation, by applying skills, knowledge, experience and judgement, guided by established policies, procedures, methods and guidelines to undertake activities where the actions and steps are prescribed to meet current and anticipated changing organisational needs.

The role communicates with a range of customers and stakeholders including consultants and contractors; government departments and agencies; other local governments; the business community; vendors and suppliers; and City Leaders and employee.

A challenging aspect of the role is undertaking accurate and consistent work within a dynamic environment that includes regular interruptions, changing and competing priorities and tight timeframes. Post-holders require high attention to detail

The City values an agile workforce where people are engaged to deliver excellent customer outcomes and have the aptitude to adapt to changes in the internal and external environment. As such, all roles may be required to work in any Service Unit across the City and perform activities outside of those described in this position description, aligned to the incumbent's skills, qualifications and training. A positive, proactive approach to change is required.

## FUNCTIONAL ACCOUNTABILITY

Provides payroll service to a high-quality standard that meets customer needs, corporate standards and legislative requirements within prescribed time limits and within business requirements.

Encompasses an individual person delivering outputs to meet their own individual performance outcomes aligned to business objectives and set out in their annual performance review.

## KEY ACCOUNTABILITIES

### KEY RESULTS AREAS    OUTCOMES

Collaboration & Teamwork	<ul style="list-style-type: none"><li>• Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.</li><li>• Thinks critically and actively collaborates with colleagues and leaders.</li><li>• Contributes to the development of business improvement initiatives.</li></ul>
Customers & Stakeholders	<ul style="list-style-type: none"><li>• Engages with customers and stakeholders, enabling the consistent application of City's policies, procedures and processes.</li><li>• Acts as a point of contact for customers and stakeholders and responds to enquiries ensuring that these are addressed, resolved and/or re-directed for resolution.</li><li>• Liaises with customers and stakeholders to deliver service excellence, ensuring that information is accurate, consistent, clearly communicated and issues are resolved in a timely manner.</li></ul>
Efficient & Effective Delivery	<ul style="list-style-type: none"><li>• Provides payroll services, including but not limited to reconciliations and post-payroll returns, in accordance with the City's policies, processes and procedures.</li><li>• Interprets and advises on payroll functions, related acts, awards, agreements, policies and procedures, ensuring the effective delivery of payroll services within the City's pre-planned timescale.</li><li>• Assist with reviews of employees' entitlements through a systematic audit process, ensuring that the information is accurate and stored correctly on the system.</li><li>• Assists with sourcing, collating and reporting on Human Resource data and information that supports workforce planning, budgeting and reporting requirements, ensuring clear communication of facts, trends and anomalies to the intended audience.</li><li>• Assist with creation of reports in functional area or activity tailored to the needs of the audience.</li><li>• Inputs and provides feedback to the Senior Payroll Officer regarding processes and practices, continually considering reviews, ensuring delivery of quality outcomes and results for customers.</li></ul>
Systems & Processes	<ul style="list-style-type: none"><li>• Assists in testing and supports system upgrades, ensuring effective operation of the City's payroll service.</li><li>• Maintains relevant registers, databases and systems, ensuring that information is accurate, stored correctly and accessible as required and meets all relevant legislative requirements.</li><li>• Follows the City's administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required.</li><li>• Contributes to the development of processes and procedures that support the work of the Service Unit.</li></ul>

- Other duties, as required in line with the skills, competency, training and experience for the task.
- Ability to act as a backup for the Senior Payroll Officer if required.

Resources,  
Governance,  
Compliance & Risk

- Ensures knowledge of and complies with safety, legislative, regulatory, financial and administrative frameworks.
- Represents the City in an honest, ethical and professional way, ensuring adherence to the City’s current Code of Conduct.
- Demonstrates high and proactive concern for health, safety, environment, community and the City’s reputation and adheres to the following:
  - Takes reasonable care of own health and safety.
  - Takes reasonable care acts or omissions do not adversely affect the health and safety of other persons.
  - Comply with any reasonable instruction given to meet work health and safety legislation obligations.
  - Comply with any reasonable protocol or procedure relating to workplace health and safety.

## CAPABILITIES REQUIRED

### Qualifications, Requirements and Experience:

- Experience in relevant discipline such as Payroll Management, Human Resources or Information Systems.
- Knowledge of interpreting agreements and payroll processing within a large organisation.
- Experience in the efficient utilisation of information systems and technology.
- Current National Police Certificate.

### Skills and Knowledge: Advanced

- Customer service skills.
- Computing, numeracy and literacy skills and the ability to embrace new systems, as required.
- Attention to detail.
- Administrative and financial skills experience.

### High Level

- Intermediate communication and problem-solving skills.
- Organisation skills with ability to prioritise competing tasks.
- Intermediate research and analysis skills.
- Knowledge of the practical application of Work health and safety measures in the workplace including hazard identification in an office environment.

### Key Stakeholder Relationships:

- Support the Senior Payroll Officer and Coordinator People & Culture Operations to carry out their roles effectively.
- Communicate, engage and provide support / advice to relevant stakeholders and customers.

### Role Authorities:

- Local Government Act Regulations and Act delegations, specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and support at a Team Member level.

## VERIFICATION

The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary.

**Leader:** Katherine Harrison, Manager People & Culture

Date: 15 October 2024

**Next Up Leader:** Noelene Jennings, Director Corporate Strategy & Performance

Date: 15 October 2024