

POSITION DESCRIPTION

Position Title:	Payroll Officer
Award Classification:	Administrative Officer Grade 3
Award / Agreement Name:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2025-2027
Position Reports to:	Senior Payroll Officer

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



1. POSITION PURPOSE

The Payroll Officer is a specialist role supporting the accurate and timely delivery of payroll services. Working within a collaborative team, the role assists roster managers to ensure employees are paid in line with awards, enterprise agreements, and legislation.

The role requires strong technical proficiency, ensures data integrity and compliance, and delivers responsive, customer-focused service. It also contributes to continuous improvement and supports efficient payroll operations, enabling high-quality health service delivery.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Payroll Processing: Accurately prepare, process, and reconcile end-to-end payroll in accordance with industrial awards, enterprise agreements, contracts, and legislative requirements.

Compliance and Governance: Ensure payroll activities comply with relevant legislation, taxation, superannuation, and organisational policies, including privacy and record-keeping standards.

Data Management: Maintain and update employee payroll records, including appointments, terminations, leave, and other employment changes, ensuring data accuracy and integrity.

Maxxia Management: Ensure relevant support is provided to Maxxia to ensure salary packaging transactions & reporting maintained.

Customer Service: Provide timely and professional payroll advice and support to Roster Managers & employees, responding to enquiries and resolving payroll & rostering issues effectively.

Reporting and Reconciliation: Prepare and review payroll reports, perform reconciliations, and assist with auditing, end-of-year processing, and statutory reporting (e.g. PAYG, STP, superannuation).

Continuous Improvement: Contribute to process improvements, system upgrades, and the development of procedures to enhance payroll accuracy and efficiency.

Collaboration and Teamwork: Work collaboratively within the payroll team and with HR, Finance, and other departments to ensure seamless service delivery and the achievement of organisational objectives.

Confidentiality and Integrity: Handle all payroll information with the highest level of confidentiality, professionalism, and integrity.

3. Key Skills and Experience:

Payroll Expertise: Demonstrated experience in end-to-end payroll processing within a large and complex organisation, preferably in the public sector or healthcare environment.

Knowledge of Awards and Agreements: Sound understanding of relevant industrial awards, enterprise agreements, and payroll legislation (including Fair Work Act, taxation, and superannuation obligations).

Systems Proficiency: Experience using Rostering, Payroll and HR information systems (e.g. SAP, Optima, SuccessFactors, or similar), with strong data entry and system navigation skills.

Analytical and Numerical Skills: High level of accuracy and attention to detail, with the ability to interpret data, identify discrepancies, and perform reconciliations.

Customer Service Orientation: Proven ability to deliver responsive, professional, and confidential payroll support to employees and managers.

Communication and Interpersonal Skills: Strong written and verbal communication skills, with the ability to explain payroll matters clearly and build effective working relationships across teams.

Teamwork and Collaboration: Ability to work effectively as part of a team in a fast-paced environment, supporting shared goals and contributing to a positive workplace culture.

Problem-Solving and Initiative: Capacity to investigate and resolve payroll issues independently while exercising sound judgement and initiative.

Time Management: Demonstrated ability to manage competing priorities and meet strict payroll deadlines.

Confidentiality and Integrity: Commitment to handling sensitive employee and payroll information with discretion and professionalism.

4. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to providing and maintaining a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.

5. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem-solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

6. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high-quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of

adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

7. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

8. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour, and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

9. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually based on the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

10. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

11. ATTACHMENTS

Attachment 1 Key Selection Criteria

12. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

Position Title:	Payroll Officer
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Behavioral competencies

Integrity and Accountability: Acts with honesty, transparency, and fairness in all payroll dealings; upholds confidentiality and complies with organisational and legislative requirements.

Customer Focus: Demonstrates a commitment to providing high-quality, responsive, and respectful payroll service to employees, managers, and stakeholders.

Teamwork and Collaboration: Works cooperatively and respectfully with colleagues and other departments; shares knowledge, supports others, and contributes to a positive team culture.

Attention to Detail: Maintains a high standard of accuracy and thoroughness in all payroll activities; identifies and corrects errors promptly.

Adaptability and Resilience: Responds positively to changing priorities, systems, and deadlines; remains calm and focused under pressure.

Communication: Communicates clearly, respectfully, and effectively, both verbally and in writing; tailors messages to suit the audience and promotes understanding.

Continuous Improvement: Seeks opportunities to improve payroll processes, efficiency, and service quality; is open to feedback and learning new systems or methods.

Key Selection Criteria

Demonstrated experience in end-to-end payroll processing within a large or complex organisation, ideally in the public sector or healthcare environment, including understanding of industrial awards, enterprise agreements, taxation, and superannuation requirements

Proficiency with Rostering. Payroll and HR information systems (e.g., SAP, Optima, SuccessFactors, or similar) and Microsoft Office applications; ability to accurately manage data entry, reporting, and reconciliations.

High level of numerical accuracy and attention to detail, with proven ability to identify discrepancies, resolve payroll issues, and maintain data integrity.

Demonstrated ability to provide responsive, professional, and confidential support to staff and managers; strong verbal and written communication skills with the ability to explain payroll processes clearly.

Experience working collaboratively within a team environment; ability to support shared objectives, contribute to a positive workplace culture, and liaise effectively across departments.

Ability to investigate, analyse, and resolve payroll issues independently, exercise sound judgement, and implement solutions within organisational guidelines

Capacity to prioritise competing tasks, meet strict deadlines, and maintain accuracy under pressure.
Demonstrated commitment to maintaining confidentiality, professionalism, and ethical standards in handling sensitive payroll information.

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au