

## POSITION DESCRIPTION

<b>Position Title</b>	<b>Senior Payroll Officer</b>
<b>Reports to (Title)</b>	<b>Payroll Manager</b>
<b>Executive Director</b>	<b>Chief Financial Officer</b>
<b>Department</b>	<b>Payroll &amp; People Systems</b>
<b>Position Location</b>	<b>Malvern</b>
<b>Award/Agreement</b>	<b>Salary &amp; Conditions in accordance with the Cabrini Support Services Agreement</b>
<b>Delegation of Authority Level</b>	<b>n/a</b>

### Position Summary & Role Purpose

The Senior Payroll Officer is responsible for providing accurate, timely and efficient payroll services for Cabrini Health employees. With a focus on compliance, the role will ensure all operational aspects of payroll processing and associated activities are delivered within appropriate time frames and in line with relevant legislation, policies and agreements.

Reporting to the Payroll Manager, this role will provide operational direction and guidance to the team for the seamless delivery of Payroll Services.

### Key Result Areas

#### 1. Key Responsibilities, Outcomes and Activities

##### 1.1 Leadership and management

- Be a point of escalation for the team at all times for queries and problems and drive service delivery in the absence of the Payroll Manager.
- Applies knowledge, experience and skills to provide expert advice related to E2E payroll process across all business units within Cabrini
- Demonstrate positive role modelling, mentorship for all members of the payroll team in line with Cabrini's policy and protocols
- Develops respectful and collaborative relationships with all key stakeholders and other key support staff.

##### 1.2 Operational Responsibilities

- Process all activities connected with end to end payroll processing related to each authorised payrun (Chris21) to ensure payments to employees and staff are made accurately and on time. This includes both waged and salaried employees.
- Administer approved changes to all payroll related employee changes and data, Workers' Comp payment, Salary deductions, leave adjustments, tax and super variations, redundancy and termination calculation and processes, etc.
- Actively respond to Payroll queries through the team's ticketing system and support with complex and escalated tickets.
- Timely maintenance of payroll files and records, including regular filing of correspondence, forms and other employment documents through both manual and online filing systems - ensure they are compliant with guidelines around policy, security and confidentiality.

- Liaison with staff, site administrators and Finance teams in relation to any payroll matters or queries relating to employee entitlements, pay, postings etc.
- Deliver adhoc and month end reporting, back-pay calculations and leave and pay reconciliations as required.
- Undertake system updates on rates and rules related to legislative and EBA changes.
- Support Payroll Manager with month and year end activities including Super and Business Reporting.

### **1.2 Compliance Responsibilities**

- Under direction from Payroll Manager, coordinate and drive compliance through ensuring changes to payroll, super, tax and any other EBA or legislative conditions are maintained and implemented in a timely manner.
- Contribute towards analysis, reconciliation and reporting of employee wage and salary payments to the ATO via STP in a timely manner and resolution of any errors.
- Processing Superannuation and managing returned and updated fund details.
- Support audit processes through data provision and testing requirements
- As a payroll SME, contribute towards driving a practice string governance through continuous improvement actions, supporting audit and developing and updating relevant resources and Payroll related collateral to comply with changes to practices, policies and outcomes.

### **1.3 Miscellaneous**

- Provide reporting, analysis and SME support to special initiatives where required
- Support the Payroll project team with subject matter advice and input and collaborate as required towards relevant project milestones
- Proactively drive and contribute to driving efficiencies in all Payroll processes through standardisation, including ensuring all processes are well documented and supported by instruction guides and checklists
- Other adhoc task and activities as directed by leader
- Adherence to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and Vision, and the Behaviours that Matter.

## **2. Work Health and Safety**

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, patients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their

manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

### **3. Safety and Quality**

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

### **4. Child Safety**

Cabrini complies with the Victorian Child Safe Standards, as updated in 2022. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies as amended from time to time including the following:

- Child safe organisational framework
- Child safety code of conduct
- Child safety reporting policy and procedure

## **Organisational Relationships**

### **The Senior Payroll Officer:**

- Reports directly to Payroll Manager and part of Cabrini's Shared Services Function under Director of Shared Services.
- Maintains a close collaborative One Team relationship with the People Operations team and technical support team members from IT.
- Maintains a close collaborative working relationship with other departments and services

## **Committee Membership**

### **The Senior Payroll Officer will participate as a member of the following committees:**

- Payroll and Shared Services team meetings
- Attendance at relevant internal committees and meetings as needed
- Relevant external committees as a representative of Cabrini
- As directed by direct Manager

## **Staff Development**

### **The Senior Payroll Officer will demonstrate a commitment to personal and professional development of self and staff by:**

- Participating in professional development programs
- Maintaining own skills and knowledge
- Remaining up to date with contemporary administrative and human resources practices
- Remaining up to date with relevant HR systems
- Contributing to the Cabrini professional development program as required

- Participating on performance reviews in accordance with Cabrini policy

## Key Competencies

The Senior Payroll Officer must demonstrate the following requirements:

### Educational/Vocational

- A Degree or Certificate III and/or IV in Accounting, HR or any other relevant field.

### Knowledge/Experience

- Strong experience in processing end to end payroll large scale complex environment governed by multiple EBAs and awards.
- Previous experience in operating in a specialist or leadership space for Payroll operations is highly desirable.
- Ability to interpret of different awards and EBAs in Australian work environment.
- Knowledge of Leave, Superannuation and Workcover and its application, particularly as it relates to payroll processing.
- Experience in Chris21 Payroll system is highly desirable.
- High level customer engagement skills including outstanding interpersonal and written and verbal communication skills.
- High level of expertise in numeracy skills, attention to detail and accuracy
- Strong experience with interpretation of modern awards and agreements in Australian work environment.
- Strong analytical and problem solving skills to work through complex payroll issues and reconciliations.
- Agile and ability to work with multiple solutions, EBAs and practices.
- Proactive attitude with strong compliance focus and a continuous improvement mindset.
- Proficiency in MS Office especially in Excel.
- Demonstrated understanding and adhere to requirements on privacy, confidentiality and treatment of sensitive information.
- Healthcare background good to have – not essential.

## Conditions of Employment

Salary and conditions in accordance with the Cabrini Support Services Agreement

## Cabrini Mission, Values and Vision

### Our mission

#### WHO WE ARE

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

#### WHAT WE BELIEVE

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

#### WHAT WE DO

We provide excellence in all of our services and work to identify and meet unmet need.

### Our values

***Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.***

#### Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve

- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

### **Integrity**

We believe in the power of hope to transform people’s lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God’s all-inclusive love
- We look for the good in each other and recognise each person’s contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

### **Courage**

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

### **Respect**

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

## **Behaviours that matter**

***Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.***

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to “provide excellence in all of our services”.

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

**We are committed to safety and quality:**

<b>Behaviours that matter</b>	<b>Unacceptable behaviours</b>
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes

We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

**We are here to provide service:**

<b>Behaviours that matter</b>	<b>Unacceptable behaviours</b>
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

**We work together to achieve the best outcome:**

<b>Behaviours that matter</b>	<b>Unacceptable behaviours</b>
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

**We exhibit a positive attitude:**

<b>Behaviours that matter</b>	<b>Unacceptable behaviours</b>
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

**We want to build a just and sustainable community:**

<b>Behaviours that matter</b>	<b>Unacceptable behaviours</b>
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

**APPROVAL**

*The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.*

**I certify that this position description is an accurate description of the responsibilities assigned to the role**

**Approved:**

\_\_\_\_\_ **Chief Financial Officer**

\_\_\_\_\_ **Date**