

Position Description

Position Title	Organisational Development Consultant - Payroll
Directorate	Corporate Services
Department/Business Unit	People, Culture & Innovation
Team	Organisational Development
Classification	Band 5
Date	March 2023

Reports to:	Organisational Development Consultant – Payroll & Projects
Supervises:	Nil
Internal Liaison:	Directors, Department & Business Unit Managers, Organisational Development staff, Financial Services staff, other Council Employees
External Liaison:	Representatives of Superannuation fund, ATO, Financial institutions, ABS, Frontier software provider

Position Objectives

Your primary purpose in this position is to:

- Provide a range of Payroll & Organisation Development related advice & support services to all Council staff.
- Support the Organisational Development Consultant – Payroll & Projects (ODCP&P) with Council's Payroll function and ensure compliance with all legal and financial aspects associated with the management of the Payroll function.

Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position

- Certificate 4 in Payroll or Business Administration in combination with significant relevant knowledge, experience and skills gained through on-the-job training in a high-volume Payroll processing environment. Relevant, knowledge, experience and skills should include demonstrated:
 - Ability to coordinate Payroll in a complex environment through high level of attention to detail, sound numerical reasoning skills and advanced skills in the use of HRIS and MS office products.
 - Ability to interpret Awards, EBA's policies and procedures, along with an understanding of a range of applicable Acts & Regulations, including and underlying principles involved in these as distinct from the practices.
 - Well-developed interpersonal, written, and verbal communication skills delivering excellent customer, resolving problems, preparing external correspondence, and writing reports in their field of expertise.
 - Ability to identify opportunities for improvements to work processes or procedures and implement these adapting them to applicable changes over time.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- ☒ satisfactory (and ongoing) Police Check

Position Specific Responsibilities & Skills

In this position, you are responsible for:

<u>Payroll Processing</u>	<ul style="list-style-type: none"> • Manage the accurate fortnightly Payroll processing for all staff, ensuring employee queries are responded to, with support from OD, in a timely manner ensuring satisfactory resolution. • Assist the ODCP&P with End of Financial Year processes. • Coordinate the processing of Leave transactions and Termination Payments in accordance with EBA and legislative requirements, and reconcile / remit PAYG tax, superannuation, and deductions. • Interpret Awards, Agreements, Legislation and Council Policy and apply Payroll processes as appropriate and ensure all data is up to date, and accurate by performing appropriate data checks. • Implement new administrative processes or procedures for the OD Unit particularly those involving new Payroll or HRIS systems Attend training/education sessions and liaise with other industry professionals to keep abreast current Payroll processes and legislation. • Identify opportunities for the process or procedure improvements/enhancements and implement resulting plans developed in conjunction with the ODCP&P within their area of expertise.
<u>Business Reporting</u>	<ul style="list-style-type: none"> • Prepare monthly management reports in accordance with end of month procedures. • Coordinate the provision of ad hoc reports as required by internal and external customers in a timely manner. • Coordinate the development of reports in Chris21 as well as the provision of statistics as required to departments and external agencies. • Undertake ongoing analyses of organisational reporting needs to ensure reports produced continue to meet client's needs.
<u>Database Management</u>	<ul style="list-style-type: none"> • Coordinate the maintenance of data contained in the Chris21 system, assisting with testing of upgrades to the Chris system. • Ensure administration tasks are carried out accurately and in a timely manner ensure optimum performance of the data base. • Review Chris21 to ensure the system is configured in a manner to enable effective investigation of Payroll queries consistent with organisational needs and requirements, implementing approved enhancements to the system as required. • Attend User Group meetings to keep abreast of new developments.
<u>Employee Self Service (Uconnect)</u>	<ul style="list-style-type: none"> • Oversee the maintenance of the database to ensure profiles are accurate. • Oversee the provision of training and support to staff to ensure accurate entries.
<u>Record Management</u>	<ul style="list-style-type: none"> • Coordinate the maintenance of Objective personal files as well as accurate Payroll documentation. • Ensure incoming correspondence is responded to in a timely manner.
<u>Organisational Development</u>	<ul style="list-style-type: none"> • Work collaboratively with OD Consultants to promote corporate HR programs, projects, and goals. • Provide backup/support to OD Consultants as required, including assisting, and supporting the development and implementation of OD projects and programs that support the achievement of organisational objectives.

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	<ul style="list-style-type: none">• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Child Safety	<ul style="list-style-type: none">• Understand obligations and act in an appropriate manner with and around children• Promote positive work practices with children• Establish boundaries around acceptable and unacceptable behaviour in relation to children• Adhere to reporting obligations where there is suspected or discovered child abuse
Child Safety	<ul style="list-style-type: none">• Promote positive work practices with children• Establish boundaries around acceptable and unacceptable behaviour in relation to children• Adhere to reporting obligations where there is suspected or discovered child abuse
Climate Change & Sustainability	<ul style="list-style-type: none">• Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	<ul style="list-style-type: none">• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times• Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.• Perform other duties as directed within the limits of acquired skills, knowledge, and training.• At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.• At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	<ul style="list-style-type: none">• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including:<ul style="list-style-type: none">○ zero tolerance of racism and expectations that staff will act on incidents of racism○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	<ul style="list-style-type: none">• Support Council's response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Team based work – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating with others – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communicating with others - Written		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Concentrating – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Planning and sequencing tasks and activities		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Decision making – required to exercise sound decision making while completing all aspects of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Requirements

- ☒ This position does not require more than 10-15% manual handling/physical exertion
- ☐ A task analysis exists because this position requires more than 10-15% manual handling/physical exertion

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching – Extending arms out in any direction		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing/typing		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climb ladders		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low level work – Performing manual handling actions at or near ground level		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Handling					
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weight requirements – lift, carry, push, pull or hold					
1-5kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Band descriptors *(as defined in Council's Enterprise Agreement)*

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

- Provision of Payroll services and information to clients, including accurate maintenance of data in Chris21 as well as direct support to the ODCP&P, including acting at higher duties as required.
- When providing direct support and assistance to the ODCP&P, the freedom to act is not limited simply by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of the ODCP&P. Collaborate with other OD Consultants to participate in and provide direct support across a variety of applicable OD projects and programs.
- When providing specialist advice to or regulating clients the freedom to act is subject to close supervision or clear guidelines, where the effect of decisions and actions taken on individual clients may be significant, but the decisions and actions are always subject to appeal or review by the ODCP&P.
- Where responsible for resource supervision the freedom to act is governed by clear objectives and/or budgets, frequent prior consultation with the ODCP&P and a regular reporting mechanism to ensure adherence to plans.
- Oversee the review of Payroll unit and relevant OD policies, procedures and operating systems, including the HRIS and administrative processes, recommending improvements/enhancements for implementation to the ODCP&P to ensure the most up to date Payroll service is effectively provided.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- The objectives of the work are usually well defined within specific Payroll unit guidelines or OD policies and procedures.
- The work may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- Problems are often of a technical or complex nature with solutions not related to previously encountered situations and some creativity and originality is required.

Independently

- Manage the accurate fortnightly Payroll processing for all staff, ensuring employee queries are responded to, with support from OD, in a timely manner ensuring satisfactory resolution.
- Coordinate the processing of Leave transactions and Termination Payments in accordance with EBA and legislative requirements, and reconcile / remit PAYG tax, superannuation, and deductions.
- Interpret Awards, Agreements, Legislation and Council Policy and apply Payroll processes as appropriate and ensure all data is up to date, and accurate by performing appropriate data checks.

With Input from the ODCP&P:

- Assist the ODCP&P with End of Financial Year processes.
- Assist with testing of upgrades to the Chris system.
- Implement new administrative processes or procedures for the OD Unit particularly those involving new Payroll or HRIS systems.

Recommends and Identifies to the ODCP&P:

- Identify opportunities for the process or procedure improvements/enhancements and implement resulting plans developed in conjunction with the ODCP&P within their area of expertise.
- Review Chris21 to ensure the system is configured in a manner to enable effective investigation of Payroll queries consistent with organisational needs and requirements, implementing approved enhancements to the system as required.

Guidance

- Guidance and advice are usually available from the ODCP&P or Team Leader Organisational Development within the time required to make a choice.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Specialist Payroll functions involve interpreting regulations particularly through an understanding of the underlying principles involved as distinct from the practices
- Proficient in the application of a wide range of Payroll procedures, practices, a range of applicable Acts and Regulations, statutory requirements and an understanding of relevant precedents and previous decisions.
- A comprehensive understanding of relevant technology (Chris21 and external websites - Vision Super & Worksafe) along with a broad understanding of HR principles and OD guidelines/policies and their application in a Payroll environment.
- An understanding of the role and function of the ODCP&P along with an understanding of the long-term goals of the OD unit and appreciation of the goals of Council.

Management & Interpersonal skills

The essential position requirements include:

- Manage one's own time, set priorities, plan, and organise workflow and in appropriate circumstances that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable. This includes managing critical time pressures associated with the preparation of the Payroll, transfer of funds and associated reporting.
- When providing on-the-job training or guidance to staff an understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees training and development is required.
- The position is required to liaise with employees from across the People & Procurement department to share workload and broaden skills.
- Gaining the cooperation and assistance of members of the Organisational Development department, clients, and other employees in the efficient delivery of well-defined Payroll services along with administrative support and other activities including training of other employees in these matters where appropriate.
- Demonstrated well developed interpersonal, written, and verbal communication skills to resolve problems, prepare external correspondence and write reports in their field of expertise.

Verification & Approvals

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Prepared by	Maddi Pereira		March 2023
Manager	Anthony Camillo		March 2023
Director	Jacqui Weatherill		March 2023
Occupant			

Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within their control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards
- Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

Council's REACH Values

Respectful

We respect and care about our community, each other and ourselves.
We act with integrity at all times and in all matters.
We take time to listen to and seek to understand the other point of view.
We strive to understand and respect the diversity of our community and our workplace.
We understand our role in the community and respect the responsibility that comes with

Creative

We care about getting the best outcomes.
We constantly ask: What's the future and what's possible?
We have the courage to try new ideas.
We strive for excellence in everything we do.

Engaged

We listen to our community and respond.
We work together with our community and each other, to achieve the best outcome.
We have the confidence to challenge the status quo, to reach for better outcomes.
We are action-oriented in identifying and responding to new challenges.

Honest

We tell the truth, even when we know people may not want to hear it.
We form our opinions and give advice from sound, evidence based research.
We act with humility and apply the highest standards of ethical behaviour to everything we do.

Accountable

We are proud of our city, our community and our achievements.
We spend our time and effort on solutions rather than looking for someone to blame.
We take responsibility for our actions.

