

Position Title	Team Leader Payroll
Department	People and Performance
Unit	Human Resources
Team	Payroll
Supervises	up to 6 Staff
Reports To	Manager Human Resources
Grade Range	H
Date Prepared	1/11/2025
Date Last Updated	1/11/2025

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed
to **safety**



We work as
one **team**



We act with
integrity



We care about
our **customers**



We **continuously**
improve

Primary purpose of position

The Team Leader Payroll is responsible for leading and supporting the payroll team to deliver Council's payroll function in full compliance with the Local Government Act, Local Government (State) Award, relevant regulations, Council's delegation of authority, and organisational policies and procedures.

This role is accountable for developing and maintaining payroll policies and procedures, overseeing key operational areas including customer service, payroll processing, system maintenance, organisational standards, and the social and emotional wellbeing of our payroll team.

As Council's internal expert on payroll and payroll systems, the Team Leader ensures all payroll practices meet compliance obligations under ATO, superannuation, award conditions, and internal policy frameworks. While engaging external advisors and system providers as needed, the role serves as the primary owner within Council on all payroll-related matters.

Accountabilities

- Lead and manage the payroll team to deliver accurate, timely, and efficient payroll services
- Allocate resources and oversee payroll operations to ensure compliance and effectiveness
- Identify training needs, support staff development, and ensure completion of mandatory
- Develop and maintain payroll policies and procedures aligned with legislation and Council standards
- Ensure compliance with ATO, superannuation, awards, and internal policies
- Mentor payroll officers to build team capability and performance
- Coordinate audit responses and ensure completion of all reconciliations and end-of-year processes

- Drive continuous improvement by identifying and resolving system and process inefficiencies
- Deliver internal and external training related to payroll services
- Maintain high customer service standards for payroll-related inquiries
- Oversee payroll system maintenance in collaboration with the Business Analyst and vendors
- Serve as Council's internal expert on payroll and systems, providing authoritative advice
- Engage external advisors and system providers for specialist support when required

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – People Leader Profile 2

Capability Group	Capability Name	Level
 Personal Character	Lead Self	Advanced
	Display Resilience	Adept
	Act with Integrity	Advanced
	Safety and Accountability	Advanced
 Relationships	Communicate and Engage	Advanced
	Customer and Community Focus	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Innovate and Improve	Adept
	Deliver Results	Advanced
 Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
 People Leadership	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Workforce Contribution	Intermediate
	Lead and Manage Change	Intermediate

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Relationships		
Work Collaboratively	Advanced	• Builds a culture of respect and understanding across the organisation • Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams • Builds co-operation and overcomes barriers to sharing across the organisation • Facilitates opportunities to develop joint solutions with stakeholders across the region and sector • Models inclusiveness and respect for diversity in people, experiences and backgrounds
People Leadership		
Lead and Manage Change	Intermediate	• Promotes change initiatives and helps the team to understand the purpose and benefits • Provides guidance and support through change processes • Initiates improvements to work systems, processes and practices in consultation with • Ensures work procedures support changes
Results		
Innovate and Improve	Adept	• Produces new ideas, approaches or insights • Analyses successes and failures in the organisation for insights to inform improvement • Identifies ways in which industry developments and trends impact on own business area • Shows curiosity in the future of the community and region and thinks creatively about • Identifies, shares and encourages suggestions for organisational improvement • Experiments to develop innovative solutions

Personal Character		
Act with Integrity	Advanced	• Models ethical behaviour and reinforces it in others • Represents the organisation in an honest, ethical and professional way and sets an example for others to follow • Promotes integrity, courage and professionalism inside and outside the organisation • Monitors ethical practices, standards and systems and reinforces their use • Proactively addresses ethical and people issues before they magnify
Resources		
Finance	Adept	• Uses basic financial terminology appropriately • Considers the impact of funding allocations on business models, projects and budgets • Manages project finances effectively, including budget, timely receipting, billing, collection and variance recognition • Prepares and evaluates business cases with due regard for long term financial sustainability • Applies high standards of financial probity with public monies and other resources • Identifies, monitors and mitigates financial risks

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council's WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council's Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- Minimum 5 Years leading Payroll Team

Essential Experience

- Proven leadership experience in managing and developing high-performing payroll teams
- Extensive experience with payroll systems, including technical operations, system interfaces, and data integrity
- Strong understanding of Award interpretation, legacy industrial arrangements, and payroll compliance requirements
- Skilled in reviewing, developing, and implementing payroll policies and procedures aligned with legislation and organisational standards
- Excellent written and verbal communication skills, with a commitment to confidentiality and high-quality client service
- Sound knowledge of taxation requirements, including single touch payroll
- Proficient in Microsoft Office, particularly Excel and Word
- Demonstrated ability to prioritise tasks and apply continuous improvement strategies in a dynamic payroll environment

Desirable Qualifications and or Experience

- Class C Drivers Licence
- Experience using SAP HR/Successfactors/ WFS/ Kronos systems is highly desirable

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	☐	☒
Does this position require incumbent to undergo criminal reference check?	☒	☐
Does this position require incumbent to demonstrate good driving Licence class required: No Licence Required	☐	☒
Will incumbent need to make disclosure of pecuniary interest?	☐	☒
Could there be a conflict of interest with secondary employment?	☒	☐