

Position Title	Team Leader Payroll
Department	People and Performance
Division	
Unit	Human Resources
Team	Payroll
Supervises	5
Reports To	Manager Human Resources
Grade	H
Date Prepared	20/08/2026
Date Last Updated	20/08/2026

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

- 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
- Ensure compliance with ATO, superannuation, awards, and internal policies.
- Mentor the payroll team to build 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		
Manage and Develop People	Adept	• Seeks to understand the individual strengths, weaknesses, goals and concerns of team members • Defines and communicates roles and responsibilities and sets clear performance standards and goals • Coaches team members to help improve performance and development • Regularly discusses performance with team members and provides accurate, constructive reviews • Identifies suitable learning opportunities, including stretch assignments, based on individual needs, interests and goals • Addresses team and individual performance issues, including unsatisfactory performance, in a timely and effective way
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 team members • Ensures work procedures support changes • Identifies potential barriers to change and takes steps to address them
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 Chief Executive Officer.

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.

Fraud & Corruption Prevention

All staff must familiarise themselves with Council's policies, systems and procedures that are in place to guard against the risk of fraud and corruption. This includes behaving ethically at all times, and actively identifying and reporting any suspected fraud and corruption.

Qualifications and Experience

Essential Qualifications

- Degree - HR, Business, Finance /or equivalent experience in leading an end to end payroll function

Essential Experience

- Demonstrated ability in End-to-end payroll processing across a medium–large organisation
- Extensive knowledge in Award and Enterprise Agreement interpretation including complex conditions, superannuation, PAYG, STP and taxation compliance
- Experience leading a small payroll team
- Experience managing payroll deadlines, accuracy controls and audit requirements
- Demonstrated capability using HRIS/payroll systems (e.g., Successfactors, SAP, Kronos)
- Experience resolving pay discrepancies, escalations and employee queries
- Experience preparing payroll reports, reconciliations and compliance documentation
- Demonstrated high attention to detail and accuracy in data management

Desirable Qualifications and or Experience

- Class C Drivers Licence

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?	☒	☐
Does this position have an inherently high risk for fraud and corruption?	☒	☐