

Position Description

Position Title:	Team Leader – Payroll Services
Reports to:	Manager – Payroll Services
Department:	Payroll Services
Directorate:	Finance, ICT & Information Services
Cost centre:	R2452
Code & classification:	Managers & Administrative Officers Grade 4 Years 1-5 (HS4 – HS29)
Employment conditions:	Victorian Public Health Sector (Health and Allied Services and Managers & Administrative Workers) Single Interest Enterprise Agreement 2021-2025 and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

As a valued member of the Payroll Services Team, the Team Leader assumes responsibility to provide leadership and direction to nine staff (Senior Payroll Officers, Payroll Officers and Payroll Administration Assistants), is an integral part of the senior payroll team ensuring all decisions impact the team in a positive manner, engage in problem solving for complex payroll matters, contribute to process improvement and reporting along with performing an array of technically challenging administrative duties associated with the efficient preparation and accurate production of the payment of salaries and wages for GV Health employees and the associated regional payroll services.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to:

- Manage Senior Payroll Officers, Payroll Officers and Administration Support Officers. This includes allocating and controlling resources to ensure Payroll activities are carried out efficiently, accurately and effectively.
- Organise and manage the day-to-day running of the Payroll office within standards, budgets and timeframes.
- Ensure Payroll processing for GV Health employees and associated regional payroll services are reviewed and processed in a timely and accurate manner.
- Ensure employees are paid in compliance with Industrial Relations requirements and in according with legislation by conducting quarterly audits.
- Present audit requests to internal and external auditors when requested.
- Ensure all fortnightly and end of year reconciliations and processes are completed.

- Lead and develop process improvements across the Payroll processing team
- Co-ordinate and implement process improvements and major projects including communicating outcomes and implementing training on new processes.
- Liaise and build relationships with People, Development & Culture department to work together on processes that impact both departments
- Maintain and update process checklists
- Identify and find solutions for systems, processes and procedural inefficiencies
- Follow policies, procedures and instructions whilst also using judgement for making decisions.
- Develop and maintain Payroll intranet and publications.
- Support and Mentor Payroll staff with problems, and recommend actions to be taken.
- Participate in staff development and training as required
- Develop and administer internal and customer training relevant to the Payroll Services function
- Provide professional and technical guidance and support to Payroll Services Officers in relation to systems, processes, continuous improvement initiatives, awards and relevant legislation
- Prepare and submit reports for internal and external use
- Participate in the Recruitment and Selection of permanent and temporary staff for Payroll positions
- Be responsible for all training and development within the Payroll Team
- Liaise with senior staff of the organisation to resolve all escalated queries.
- Lead, Participate and Support payroll projects
- Manage all policies and processes for the Payroll department
- Authorise attendance for Payroll Officers
- Coordinate all Senior Officer Meetings, Payroll Team meetings and Recruitment & Payroll meetings
- Liaise and build relationships with external companies including all sites that we provide payroll services.
- Manage annual leave balances within Payroll department in accordance with Organisational expectations
- Oversee and assist in escalated queries and higher-level work in relation to Payroll Services
- Other duties as directed by the Payroll Services Manager

POSITIONS REPORTING TO THIS ROLE

- Senior Payroll Officer
- Payroll Officers
- Payroll Administrative Assistants

Responsibilities for Management positions:

- Actively manage employees by conducting annual performance reviews and ensuring that health and safety, all Mandatory Training, employment principles and legislative requirements are met and maintained;
- Identify employee education and development needs, recognise competencies of employees and ensure employees complete compulsory competencies;
- Participate in supervision of graduates, junior employees, students, orientation programs, preceptorship, mentoring and performance enhancement responsibilities;
- Provide opportunities for staff to attend mandatory core competencies and monitor compliance;
- Actively recruit and manage all aspects of workforce demands;
- Computer literacy at intermediate level for Microsoft applications;

- Demonstrated business planning, policy, financial and human resources management skills;

KEY SELECTION CRITERIA

Essential:

- Advanced knowledge of relevant Enterprise Agreements, regulations and Acts
- 2-3 years Demonstrated experience and strong leadership skills in supervising a small to medium sized team
- Substantial experience in computerised payroll preparation and processing preferably in PayGlobal and Rostering programs
- Strong communication (written and verbal) and interpersonal skills with a commitment to confidentiality and high standards of client service
- Sound knowledge of taxation issues especially PAYG, single touch payroll
- Well-developed computer skills with Microsoft Office products (Excel & Word)
- An ability to prioritise work and combine continuous improvement concepts and the identification of solutions in changing Payroll services environment

Desirable:

- Tertiary Qualification i.e. Payroll, Business, Law or Human Resources.
- Experience using Payglobal and Rostering programs is highly desirable
- Demonstrated interest in a non-profit health care setting and a willingness to contribute to the efficiency of the Department.
- Ability to give excellent customer service to both internal and external customers
- Ability to introduce new concepts through innovation, influencing, negotiating and persuasion skills
- Ability to work as part of a team, as well as independently
- Flexibility to operate in an environment of change and continuous improvement

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Rostering which is completed in accordance with the relevant Enterprise Agreement requirements
- Budget management and the department is within budget, performance and development reviews are completed on time, training and core competency requirements are met as per the GV Health Education Framework and leave balances are managed in accordance with the policy and procedure to minimise liability
- Promoting and enabling of effective teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Attendance and active participation at meetings as required
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process
- Ensure all operational tasks and administrative and clerical processes are performed accurately and in a timely manner

- Ensure staff take leave in accordance with GVH leave policies and procedures and that leave balances remain within GVH guidelines
 - Ensure deadlines are met and all payroll functions are processed in a timely manner
 - To ensure Payroll staff are up to date with EBA changes as they arise and change processes as required in line with the EBA's
 - Provide support to colleagues and key stakeholders to ensure that the Payroll unit operates efficiently and effectively
 - Ensure all queries are responded to within agreed timelines
-

ALL GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
 - Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
 - Develop and maintain collaborative relationships with all other teams and professionals;
 - Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;
 - Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
 - Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
 - Contribute to organisational quality and safety initiatives;
 - Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
 - Complete and maintain all mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
 - Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
 - Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
 - Comply with the principles of patient and family centred care;
 - Not smoke or vape on GV Health premises;
 - Comply with immunisation requirements as per the Victorian Department of Health Victoria;
 - Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children's Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;
 - In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment.
-

ACCEPTANCE

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Finance, ICT & Information Services

Team Leader – Payroll Services

Reviewed by:

Manager – Payroll Services

Issue Date:

February 2026

ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)