

Position Description

Position Title:	Payroll Systems Business Analyst
Reports to:	Manager – Payroll Services
Department:	Payroll Services
Directorate:	Finance, ICT & Information Services
Cost centre:	R2452
Code & classification:	Grade 5, Levels 1 – 5 (HS5; HS30 – HS33)
Employment conditions:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025 and its successors, 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

Reporting to the Manager Payroll Services, the Payroll Systems Analyst will work as part of the Payroll Business Systems team to support Payroll Systems. The role will progress existing business processes, identify inconsistencies and work with stakeholders to achieve regional alignment and successful payroll systems change outcomes. This role requires strong analytical skills and the ability to work with key stakeholders to identify payroll system improvement opportunities, proposing changes to work practises to achieve results.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to:

- Ensure Payroll systems, processes, ways of working and operational requirements are compliant with Enterprise Agreements and relevant Industrial Awards, Polices and Legislation.
- Act as a functional Payroll and Roster System subject matter expert and provide a high level of support for user queries.
- Facilitate and progress implementation plans, business rules and other documentation for the Payroll and Rostering Systems.
- Develop and maintain training documentation and supporting new users in their familiarisation with the system(s) to encourage full use of the system(s)
- Provide leadership and accountability to the Payroll Systems Team ensuring work is carried out efficiently, accurately and effectively.
- Provide accurate and timely consultancy and technical advice on Payroll Systems
- Contribute to the design and implementation of data collection, analysis and reporting processes in conjunction with the Manager Payroll Services
- Production of regular system status reports for customers

- Identify opportunities for innovation in data collection and reporting applicable to Payroll Systems
- Facilitate in the planning, implementation and evaluation of Payroll Systems quality improvement activities.
- Analyse issues concerning systems affecting internal customers; this may include software issues, software changes, and/or new software packages. Provide excellent customer support for internal and external customers regarding system issues and outages. Liaise with appropriate Hume Regional stakeholders, HRHA staff and GVH IT to resolve technology systems issues, including software updates
- Develop and implement system enhancements based on requests from customers and educated recommendations. Grant security and permissions within the system and create new user groups and roles as required. Partner with the appropriate stakeholders to roll out new functionality and modules to promote Payroll transformation.
- Perform initial testing of payroll, rostering and time recording systems and interfaces as required and for new applications, procedures and business processes. Define test criteria and ensure that adequate testing is performed on system modifications to provide quality assurance of data.
- Participate in Payroll projects.
- Participate in relevant committees, working parties and forums, providing research, information and data relating to Payroll systems
- Identification, escalation and resolution of risks
- Ensure that the system configuration and user interface is maintained at an appropriate level to ensure optimum usage across the customer base
- Build and implement effective communication strategies to support the implementation of changes to systems, processes and practices
- Build and implement effective communication strategies to support the implementation of changes to systems, processes and practices and actively Communicate system issues, updates and changes.
- Actively manage detailed systems tasks
- Build relationships and engage with key stakeholders to significantly improve core functions and processes and embed new practices to achieve sustained change
- Identification of internal processes requiring change and action as appropriate
- Provide expertise to optimise the performance of the various reporting systems and be responsible for the on-going monitoring of performance and the resolution of any performance problems.
- Proactively partner with end-users to identify opportunities for business process improvement through better leverage or enhancement of existing systems. Contribute to the continuous improvement of Payroll systems and processes and share best practices
- Act as first point of call for complex payroll systems queries with the view to problem solving queries within the team
- Provide guidance and training to staff within the Payroll department.
- Perform other ad hoc duties within the scope of Payroll as directed by the Payroll Services Manager.
- Contribute to continuous improvement and other departmental initiatives.

KEY SELECTION CRITERIA

Essential:

- Payroll Operations, Payroll Systems or Compliance background
- Advanced knowledge of relevant Enterprise Agreements, regulations and Acts
- Demonstrated experience and strong leadership skills

- Substantial experience in computerised Payroll preparation and processing 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
- Evidence of full immunisation against COVID-19
- Satisfactory National Criminal History Check prior to commencement of employment
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment
- Commitment to the GV Health Values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour.
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment
- related legislative, regulatory and statutory obligations.
- Leadership – Constructive and collaborative style, proactively shares expertise, coaches and mentors team members.
- Action Orientation - Results driven, works with a sense of urgency, highly motivated and energetic and consistently maintains productivity.
- Interpersonal Skills – Strong ability to influence others.
- Planning & Organising - Exceptional time management and organisational skills with an 'eye for detail', flexible and responsive, establishes priorities, ability to juggle multiple tasks and work to deadlines.
- Change Management - Experience in managing and leading through change and delivering new strategic initiatives from implementation through to conclusion.
- Stakeholder Management - Sound ability to develop effective and valued relationships with executive leadership, senior leaders and the broader business.
- Judgement & Problem Solving - Sound judgement and problem-solving skills with ability to effectively and efficiently solve complex issues and navigate through new situations, with a forward-thinking approach.

Desirable:

- Tertiary Qualification i.e. Payroll, Business, Information Technology, Information Management and/or extensive and well recognised relevant experience with Payroll systems or project management.
 - Experience in health is desirable
 - Demonstrated understanding of payroll principles
 - Demonstrated interest in a non-profit health care setting and a willingness to contribute to the efficiency of the Department.
 - A personal approach which is positive, enthusiastic, friendly and helpful
 - A willingness and ability to learn
 - 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
 - Demonstrated ability to interpret and understand relevant industrial awards and agreements and
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KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- 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 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

Payroll Systems Business Analyst

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](#)