

Position Description

Position Title:	Payroll Systems Coordinator
Reports to:	Payroll Systems Business Analyst
Department:	Payroll
Directorate:	Finance, ICT & Information Services
Cost centre:	R2452
Code & classification:	Grade 3, Years 1 – 5 (HS3 – HS25)
Employment conditions:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) 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

The Payroll Systems Coordinator reports to the Payroll Systems Team Lead as part of the Payroll Systems department but also provides payroll processing support to the Payroll Team Lead. The role provides high level administration and customer service to support the Payroll and Systems Team as well as region wide customers. This position is a specialist role requiring a strong understanding of Payroll processes as well as a variety of workforce systems, with a priority focus on stakeholder relationships to achieve user satisfaction and build capacity of customers to deliver accurate, efficient compliant and secure systems.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to:

- Provide the first point of contact for the Payroll Systems team, monitoring incoming emails and phone calls to distribute to the team in a timely manner
- Oversee day to day management of the Manage Engine system to ensure timely response times and processes are followed including coordination and monitoring of task list, reports, templates and access.
- Undertake tasks to support the Payroll Systems team in day to day operations and projects where focus areas include payroll systems.
- Undertake tasks to support Payroll processing team during pay runs.
- Assist in the development of the payroll systems functionality
- Proactively partner with end-users to assist in identifying 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.
- Assist in managing detailed system tasks, 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.
- Prepare standard reports, review file transfers, manage data and distribute to regional stakeholders.
- Download Quatrix reports and distribute to regional stakeholders
- Develop and maintain training guides and instructions covering internal Payroll Systems processes and regional wide customer requirements
- Maintain key contact lists, shared team and customer documentation to ensure information is up to date.
- Coordinate general communication and notifications to customers region wide, including system updates, releases and outages
- Undertake modifications to various payroll systems as required to help inform decisions and processes.
- Assist with the design, build and management of Databases such as Datahub.
- Extract data from databases and develop meaningful reports for business decisions.
- Prepare activities in readiness to each pay cycle including batch folders for saving reports by regional sites.
- Monitor and track vendor requests, ensuring information is collected summarised and communicated where appropriate.
- Liaise with internal and regional stakeholders to collate information as required to review, problem solve and streamline processes to ensure good practise, data integrity and consistency of system operations.
- Manage and reconcile invoices, follow up inconsistencies and progress for payment
- Provide general administrative support to the Payroll Systems team.
- Provide general assistance to the Payroll Team as required

KEY SELECTION CRITERIA

Essential:

- Experience in providing support services in a Payroll system, or Human Resources environment.
- Demonstrated ability to identify process improvements and implement effective solutions to improve service delivery and customer satisfaction.
- Demonstrated ability to Strong communication (written and verbal) and interpersonal skills with a commitment to confidentiality and high standards of client service
- Proven technical skills to prepare documents, present information and process data using payroll systems, and Microsoft Office suite.
- Well-developed computer skills with Microsoft Office products (Excel & Word)
- Database Management
- An ability to prioritise work and combine continuous improvement concepts and the identification of solutions in changing Payroll services environment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment
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Desirable:

- Tertiary Qualification i.e. Payroll, Information Technology, Information Management
- Experience using Manage Engine is highly desirable

- Demonstrated ability or the ability to learn the use of SQL to extract, clean, and interpret data from databases to create reports for business insights.
 - 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
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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 deadlines are met and all payroll systems functions are processed in a timely manner
 - 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
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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 Coordinator

Reviewed by:

Manager – Payroll

Issue Date:

April 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](#)