

Position Description

Position Title:	Payroll Compliance Coordinator
Reports to:	Payroll Compliance Officer
Department:	Payroll Services
Directorate:	Finance, ICT & Information Services
Cost centre:	R2452
Code & classification:	Grade 3, Levels 1 – 5 (HS3; HS22 – 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 Compliance Coordinator supports the Payroll Compliance Officer in delivering GVH's payroll compliance program by ensuring payroll operations are executed accurately and in line with Enterprise Agreements, Industrial Awards, legislation, and organisational policies.

This role has a strong operational and technical focus, translating compliance requirements into day-to-day payroll processing, audit activities, and system integrity. The position plays a key role in identifying discrepancies, supporting remediation activities, and embedding compliant payroll practices across systems and processes.

Working closely with the Payroll Compliance Officer, Payroll Team, and broader stakeholders, the Payroll Compliance Coordinator ensures that payroll processing remains accurate, auditable, and aligned with regulatory obligations, while contributing to continuous improvement initiatives.

Key Internal Relationships

- Payroll & Systems Team
- Finance Team
- People Development and Capability
- Line Managers

Key External Relationships

- Superannuation Funds
- ATO
- Australian Bureau of Standards

- Centrelink
- Internal & External Auditors

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to the following:

- Ensure payroll transactions are processed in compliance with Enterprise Agreements, Awards, legislation, and GVH policies by supporting payroll processing reviews.
- Apply correct pay rules, classifications, and entitlements within payroll systems
- Assist in implementing changes to awards, agreements, and legislation into payroll systems accurately and timely
- Support the interpretation of industrial instruments and escalate complex matters where required
- Conduct regular payroll audits to identify discrepancies, non-compliance risks, and process gaps
- Assist in the execution of the payroll compliance assurance framework designed by the Payroll Compliance Officer
- Investigate payroll variances, exceptions, and anomalies
- Support remediation activities including back-pay calculations and corrections
- Maintain audit documentation and contribute to audit readiness
- Ensure payroll system data is accurate, validated, and maintained in accordance with compliance requirements
- Perform system testing for changes related to awards, policies, and legislative updates
- Identify system or process issues impacting compliance and escalate for resolution
- Assist with report generation and data analysis to support compliance activities
- Calculate complex back-payments, overpayments, and adjustments in line with legislative and award requirements
- Assist with redundancy calculations and other complex payroll transactions
- Support communication and resolution of payroll overpayment discrepancies with employees and stakeholders
- Act as a key escalation point for Payroll Officers on compliance-related queries
- Provide guidance to payroll team members on correct application of awards and policies
- Work with line managers to resolve payroll-related issues where compliance implications exist
- Support training initiatives to improve payroll compliance knowledge across the organisation
- Identify and recommend improvements to payroll processes, controls, and systems
- Support implementation of compliance improvement initiatives led by the Payroll Compliance Officer
- Contribute to documentation of payroll procedures and compliance controls
- Assist in embedding consistent, standardised payroll practices
- Assist in coordinating payroll operations to ensure deadlines are met
- Step up in leadership capacity during the absence of senior team members if required

KEY SELECTION CRITERIA

Essential:

- Payroll operations, Analyst or Compliance background
- Knowledge of relevant Enterprise Agreements, regulations and Acts

- 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
- Ability to work as part of a team, as well as independently
- Demonstrated understanding of payroll compliance principles
- Flexibility to operate in an environment of change and continuous improvement
- 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
- Ability to give excellent customer service to both internal and external customers
- Demonstrated understanding of payroll compliance principles
- A personal approach which is positive, enthusiastic, friendly and helpful
- Flexibility to operate in an environment of change and continuous improvement
- Demonstrated ability to interpret and understand relevant industrial awards and agreements and related legislative, regulatory and statutory obligations.
- 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.
- Experience in managing and leading through change and delivering new strategic initiatives from implementation through to conclusion.
- Sound ability to develop effective and valued relationships with executive leadership, senior leaders and the broader business.
- 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.
- Results driven, works with a sense of urgency, highly motivated and energetic and consistently maintains productivity.

Desirable:

- Tertiary Qualification i.e. Payroll, Business, Law or Human Resources.
- Experience in health is desirable
- Demonstrated understanding of payroll compliance principles
- Experience using Payglobal and Optima programs is highly desirable
- Demonstrated interest in a non-profit health care setting and a willingness to contribute to the efficiency of the Department.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful achievement of:

- 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
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ALL GV HEALTH 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.
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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 Compliance Coordinator
Reviewed by:	Payroll Compliance Officer
Issue Date:	June 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](#)