

Position Description

Position Title:	Manager – Payroll Operations
Reports to:	Manager - Payroll Services
Department:	Payroll
Directorate:	Finance, ICT & Information Services
Cost centre:	Payroll Services (R2452)
Code & classification:	Grade 6 (HS6)
Employment conditions:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025 – 2027 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 incumbent will assist the Payroll Manager in all aspects of the Payroll Operations.

The Manager – Payroll operations will oversee the payroll day to day operations to ensure efficient and accurate payroll processing in accordance with relevant Awards, Enterprise Agreements and Legislative requirements to GV Health, associated hospitals an authorised outside client.

The Manager – Payroll Operations will deputise for the Payroll Manager where necessary to lead and manage the Payroll team in the provision of a professional, efficient and high-quality service within defined processing timescales and targets.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to:

- Conduct and manage weekly reviews of payroll processing of salaries/wages for GV Health, associated hospitals, and authorised outside clients ensuring that all aspects of the payroll system are processed and maintained efficiently and accurately.
- Lead the team in analysing, investigating and resolving complaints and responding in a timely manner.
- Oversee all processes associated with the approvals and calculations of back-payments and redundancy payments.
- Ensure the team provides a high-quality customer centric service to internal stakeholders and consumers that reflects best practice and adds value to GV Health
- Oversee the prompt calculations and recovery of overpayments in line with the relevant governance, procedures and internal controls.

- Act as senior point of contact within GV Health's Payroll Services, ensuring the appropriate delegation of issues within the Payroll team.
- Manage the preparation of relevant reports as directed, including Australian Bureau of Statistics, Office of Public Employment etc
- Liaise with Government Agencies in relation to enquiries regarding salaries/wages.
- Delegating appropriate responsibility and authority to the level of staff consistent with effective decision making whilst retaining responsibility and accountability for outcomes.
- Monitor and review staffing levels to ensure adequate provision of service.
- Support in the development, introduction and maintenance of GV Health's Payroll Systems
- Maintain an awareness of payroll related developments within the Public Health Care Sector.
- Provide leadership to ensure effective teamwork and service provision to internal and external clients
- Train, mentor and develop payroll staff providing feedback and fostering a collaborative work environment.
- Recommend appropriate policies and procedures, ensuring compliance with relevant legislation and standards.
- Support all Payroll Projects to improve performance on Payroll Services.
- Manage the onboarding of newly outsourced Payrolls
- Manage the Performance and Development review process
- Manage Financial Year end processes.
- Assist in developing Internal Audit Controls to mitigate risks associated in payroll processing.
- Conducting of regular audits of payroll data to ensure accuracy and compliance.
- Manage the collation of supporting information for annual audits.

POSITIONS REPORTING TO THIS ROLE

- Senior Payroll Officers
- Payroll Officers

EXTERNAL RELATIONSHIPS:

Liases with:

- Salary Packaging providers
- Outsourced payrolls
- Government agencies
- Superannuation Funds
- External auditors

INTERNAL RELATIONSHIPS:

Liases with:

- Departmental Heads and Managers
- Staff and employees

KEY SELECTION CRITERIA

Formal Qualification(s) and Registration(s) Requirements:

Essential:

- Knowledge and experience in Payroll/Human Resources Information Systems
- Demonstrated experience in a Team Lead role, including staffing and resource management.
- Exceptional data entry and numeracy skills.
- Exceptional communication and interpersonal skills to collaborate with HR and Finance teams, resolve complex employee inquiries, and communicate technical updates clearly to management.
- Demonstrated ability to prioritise workload, meet deadlines and maintain confidentiality
- Ability to manage multiple tasks.
- Demonstrated ability to take initiative
- A minimum of 5 years' experience in Health Service Management
- Relevant tertiary qualification

Desirable:

- Demonstrated understanding of payroll legislation, taxation obligations, superannuation requirements, and the ability to interpret and apply multiple Enterprise Bargaining Agreements (EBAs).
 - Demonstrated ability to standardize, consolidate, and optimize high-volume payroll processes, including experience implementing or upgrading payroll and time-and-attendance systems.
 - Experience overseeing third-party payroll providers or outsourced tax services, negotiating Service Level Agreements (SLAs), and enforcing data security.
-

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;
 - All documentation is of a high standard and accurate
 - 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.
-

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 & Information Services**Manager – Payroll Operations**

Reviewed by:

Manager – Payroll Services; Financial Controller

Issue Date:July 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](#)