

Position Description

Position Title:	Payroll Officer
Reports to:	Payroll – Operations Manager
Department:	Payroll Services
Directorate:	Finance, ICT & Information Services
Cost centre:	R2452
Code & classification:	Grade 2, Levels 1 – 5 (HS2; HS18 – HS21)
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 Payroll Officer reports directly to the Team Leader within the Payroll Services team. The Payroll Team manages the delivery of an effective and efficient payroll function to both GV Health and its outsourced payrolls. The Payroll Officer is responsible for promoting GVH as a quality health service provider.

RESPONSIBILITIES AND DUTIES

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

- Have an excellent sound knowledge of Payroll policies and procedures.
- Be fully competent in Payroll fortnightly processes and Adhoc tasks
- Accurately process documents and electronic data relating to pay, allowances, leave, and other pay issues in accordance with awards, industrial agreements and payroll procedures
- Resolve and/or provide authoritative advice GV Health staff including Managers and Employees
- Validate and process data for employee Masterfile changes.
- Process new starters and terminations for Payroll
- In a courteous and timely manner, provide telephone and email advice to Managers and Employees.
- Process leave payments.
- Prepare statutory and other externally requested information.
- Provide Certificates of Service.
- Understand and have the ability to produce complex reports and perform other ad hoc system processes.
- Filing of Payroll documents and distribution of payslips.
- Contribute to continuous improvement and other departmental initiatives.

- Maintain confidentiality and integrity of all People and Culture and Payroll information.
- Accurately maintain files and filing.
- Understand Superannuation and Pay-related Taxation legislation.
- Perform other ad hoc duties within the scope of payroll processing as directed by the Payroll Services Manager or Senior Payroll staff.
- Become a valued and competent team member of Payroll Services Team.

KEY SELECTION CRITERIA

Essential:

- Experience in computerised payroll preparation
- Ability to work in high pressure environment
- Proficiency with computer systems and advanced working knowledge of MS Office
- Knowledge and use of HR/Payroll software packages preferably in PayGlobal and Rostering programs
- Demonstrate ability to prioritise and use initiative
- Possess a working knowledge of relevant awards, certified agreements, regulations and Acts
- Exceptional data entry and numeracy skills, with strong attention to detail
- Strong communication (written and verbal) and interpersonal skills
- Demonstrated interest in learning the concepts of Payroll Services in a non-profit health care setting and a willingness to contribute to the efficiency of the Department

Desirable:

- An appreciation and commitment to confidentiality and high standard of client service
- Ability to operate collaboratively within a team environment and have a professional work ethic
- A willingness to participate in quality improvement opportunities and to operate in an environment of change
- A willingness and ability to learn
- Flexibility to operate in an environment of change and continuous improvement.
- Ability to introduce new concepts through innovation, influencing, negotiating and persuasion skills

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
- 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 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 Officer
Reviewed by:	Gaynore Holmes
Issue Date:	August 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](#)