



DEPARTMENT OF TREASURY AND FINANCE

POSITION DESCRIPTION: PAYROLL MANAGER

ORGANISATIONAL CONTEXT

Organisational Role

The [Department of Treasury and Finance](#) supports the Government's key economic, social and financial policy outcomes through the provision of advice and coordination of resource allocation for Government programs. The Department also provides financial and support services to the Government and the community, covering asset and liability management, collection of state taxes, insurance, superannuation, strategic procurement, contract management and vehicle fleet management.

Our values statement clearly identifies how our people will behave to support the strategic direction of the Department. This information is clearly identified in the Department's [Corporate Plan](#).

Business Unit Role

[Shared Services SA](#) will deliver corporate and business services more efficiently to all government portfolios. The shared services entity will consolidate and improve the delivery of internal administrative services by developing simpler, faster, more robust and efficient processes and systems.

Our values (Honesty, Team Spirit, Trust, Boldness and Respect) dictate the way we interact with each other, with our Clients and guide the way that we make decisions. They form the fabric of our culture, permeating every aspect of our organisation.

ROLE OF PAYROLL MANAGER

Purpose

The Payroll Manager is accountable for ensuring that payroll services are delivered to designated SA Government client agencies, and their employees, within agreed performance standards, Service Level Determinations and service designs. The position is also responsible for planning and managing the resourcing of payroll services to designated clients to meet agreed performance standards and savings targets.

Special Conditions

Work Status	Incumbents must hold current Australian work eligibility status
Location	Adelaide Metropolitan
Position	The incumbent may be assigned to another position within Shared Services SA at this remuneration level
Qualifications	Not Applicable
Out-of-hours work	May be required
Travel	Intrastate and interstate travel may be required
Performance Management	Incumbents are required to participate in the Shared Services SA Performance Management Program

Reporting and Working Relationships

The Payroll Manager is accountable to the Service Delivery Director and will work as part of the wider Shared Services SA organisation. The incumbent will be required to liaise with appropriate staff within Shared Services SA and Agencies receiving services.

The Payroll Manager will:

- Provide effective leadership and direction to a portfolio of payroll teams to ensure the efficient and effective delivery of payroll services to designated SA Government client agencies, and their employees.
- Ensure individuals and teams display a strong customer service ethos and possess the capability and expertise to achieve high quality service standards.
- Establish a culture of high performance, professionalism and continuous improvement that encourages individuals and teams to identify opportunities and solutions to improve service delivery.
- Ensure the effective development and implementation of change management strategies to support service reform and business improvement initiatives that contribute to achieving savings targets and improving operational efficiency and service delivery.
- Ensure appropriate risk management and business continuity strategies are designed and implemented within designated Payroll teams to maintain agreed performance standards in accordance with Service Level Determinations, service designs, legislation, policies and procedures.
- Identify, establish, build and maintain effective network links and relationships with key internal and external stakeholders to achieve mutually beneficial outcomes.
- Ensure appropriate training and development programs are establishment and implemented to build individuals' and teams' technical competencies and abilities.
- Ensure customer satisfaction is a high priority and customers receive responsive services in accordance with established Service Level Determinations and service designs.
- Provide effective leadership and management of staff to foster initiative, promote and build effective teams, achieve outcomes and meet deadlines.
- Work collaboratively with other Payroll Managers to share resources, where necessary, to meet Service Level Determinations and service designs requirements.

TECHNICAL OR EXPERT KNOWLEDGE/EXPERIENCE

- Experience in managing the delivery of corporate and/or shared services to clients in accordance with agreed performance standards and Service Level Determinations.
- Proven written and verbal communication skills, including advising management on complex matters.
- Experience in planning and implementing business reform and change management processes within an organisation.
- Proven ability for strategic, analytical, and innovative thought and action, and the ability to think laterally when analysing and identifying business solutions.
- Experience with analysing and managing resource requirements and developing resource plans to support the achievement of team objectives.
- Successful record of meeting the expectations and requirements of customers against Service Level Determinations and service designs.
- Possess and promote a commitment to service excellence and the continuous improvement of service standards.
- Experience in establishing performance and development goals and objectives to maximise teams performance and continuously improve operational efficiency.
- Ability to develop and maintain positive working relationships with team members and identify and establish network links and relationships with key client stakeholders.