

Position Description

Position title	Payroll Officer
Department / Division	Payroll Services /Division of Finance
Classification	Grade 4 A041-A045
Position reports to	Director Payroll Services
No. of direct & indirect reports	NA
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

The Royal Children's Hospital
<p>The Royal Children's Hospital's (RCH) vision is a world where all kids thrive.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at www.rch.org.au</p>

ROLE PURPOSE

This role is responsible for providing quality advice, service and support to RCH staff and external stakeholders in relation to payroll queries and ensuring that RCH payroll processes are effective and efficient and meet RCH governance requirements. The position will work closely and collaboratively with the People and Culture, Finance, Melbourne Health (RCH payroll provider) and RCH staff.

KEY ACCOUNTABILITIES

Customer Service

- Establish positive internal working relationships and provide fast and efficient customer service, including resolving payroll queries in a timely manner.
- Work in collaboration with multidisciplinary team
- Provide advice, guidance and support to line managers and staff and ensure adherence with policy and procedures and relevant legislation.
- Provide advice and support to managers and employees in relation to all payroll matters.

Administration

- In conjunction with payroll provider, ensure the accurate and timely preparation and processing of payroll data as per the employment contract, EBA Award or legislative requirements.
- Undertake audits of payroll processes to ensure accuracy in RCH payroll systems and alignment with government requirements.
- Lead the timely and relevant compilation of reports and data through the collection of information from internal stakeholders, including but not limited to SAP.
- Participate and respond to internal and external auditors' recommendations.
- Interpret and analyse data and provide reports and recommendations as appropriate.
- Produce, update, and maintain policies and procedures pertaining to all aspects of payroll processes as well as flow charts and associated work practices.
- Monitor relevant legislation and advise senior management of any amendments and implement changes to procedures where necessary.

General

- Actively participate and contribute to continuous improvement and continuing education opportunities.
- Demonstrate active team member participation to ensure ongoing excellence in service delivery and teamwork.

Other duties as directed consistent with the employee's skill level and classification

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualification in related field along and/or a minimum of 5 years relevant industry experience
- Experience in payroll processing/management in a Healthcare setting
- Proficiency in payroll packages (experience with **SAP** essential)
- Significant experience in all aspects of payroll, including experience in working with on-line payroll systems, multiple awards/Agreements, and large organisations.
- Demonstrated ability to engage and build strong relationships.
- Demonstrated proficiency in the use of established administrative processes.

KEY SELECTION CRITERIA

- Excellent verbal communication and interpersonal skills with the ability to interact with a variety of stakeholders and deliver on required documentation.
- Demonstrated ability to respond flexibly to client needs with the ability to develop practical solutions to problems and provide advice in area of expertise.
- High level of attention to detail to ensure accuracy and efficient work practices, with the commitment to quality outcomes.
- Strong organisational skills to understand deliverable dates of the department.
- Demonstrated ability to work autonomously and within in a team environment, including the ability to effectively gain the cooperation of stakeholders.
- Demonstrated experience in the application and the interpretation of awards/ Legislative agreements and organisational policy.
- Intermediate to advanced Microsoft Excel skills.

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment.
- Employees are required to maintain a valid Working with Children Check throughout their employment.
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g., wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful, and collaborative.
- Courageous - We pursue our goals with determination, ambition, and confidence.
- Inclusive - We embrace diversity, communicate well, build connections, and celebrate our successes together.
- Kind - We are generous, warm and understanding.

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other.
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company.
- I take responsibility for my behaviour and its impact on others.
- I am curious and seek out ways to constantly learn and improve.
- I celebrate the good stuff, the small stuff, the big stuff – it all matters.
- I speak up when things aren't right.
- I value the many different roles it takes to deliver great patient care.
- I actively listen because I want to understand others and make better decisions.
- I am inclusive and value diversity.

- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety, and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting, and being actively involved in risk mitigation strategies.
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position.

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated	September 2023
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