



CATHOLIC ARCHDIOCESE
OF MELBOURNE

Position Description

Title:	Payroll Support Officer
Department:	Human Resources
Location:	St Patrick's Centre, East Melbourne
Employment Status:	Part-time – 0.6 FTE
Reports to:	Payroll Operations Manager
Review Date:	July 2025

1. Position Purpose

Reporting to the Payroll Operations Manager, the Payroll Support Officer will be responsible for providing high-quality administrative and operational support to ensure the accurate and timely processing of payroll and associated functions across the organisation. Responsible for processing end to end payroll(s) as required across the Archdiocese. Key accountabilities of the Payroll function include:

- Payroll processing achieved in an organised, accurate and timely manner, resulting in accurate payment of all employees and Clergy.
- Processes reflect legislative requirements.
- Timely responses and accurate advice provided to employees and clergy, resulting in positive feedback.
- All Diocesan statutory obligations met, ensuring timely and accurate information provided.
- Ongoing system improvements and data cleansing takes place.
- Policies and procedures reviewed within the designated timeframe and are consistently adhered to.

The Payroll Support Officer will work with and support the Payroll Operations Manager in processing the end-to-end payroll, assisting with reconciliations and lodgements, invoicing for services and processing and issuing Parish Journals. A key responsibility of this role is to ensure queries are actioned in a timely manner.

2. Department Overview

Human Resources is committed to supporting the mission and strategic objectives of the Archdiocese by providing comprehensive HR services across the full employee lifecycle. The HR team works closely with key stakeholders, various departments, ministries, parishes and client groups, to ensure that the workforce is equipped, engaged, and supported to fulfil our mission. The HR function is central to maintaining a high standard of service, ensuring that our employees are engaged and experience a positive and effective workplace that is guided by the values of Catholic Social Teaching.

3. Organisational Description

Presided over by the Archbishop of Melbourne, the Archdiocese comprises around 1.1 million Catholics, and is the largest Archdiocese in Australia with a wide variety of people, cultures and ministries, providing services and support including pastoral, educational, social welfare and administrative support.

Under the guidance of four key priorities outlined by the Archbishop, the works and activities of the Archdiocese are oriented towards a missionary focus to address the ongoing needs of: Local Communities; Families; Youth and Young Adults; and the Poor and the Broken.

This is achieved through a pro-active engagement in the sharing of Mission; a reaching out in Gospel boldness; operating in an agile and responsive mindset; identifying and embracing what is fruit bearing in our works; understanding the outward focus and call of being missionary disciples; and being mindful of good stewarding in terms of time, talent and gifts.

4. Key Accountabilities

1. Assist in the preparation, verification, and processing of payroll transactions in accordance with legislative and organisational requirements.
2. Assist with the preparation of regular reports (i.e. BAS reports) and ad hoc payroll reports (i.e. payroll and people), support superannuation reconciliations and lodgement, and the resolution of discrepancies as required.
3. Maintain accurate and up-to-date payroll records by entering and updating employee data, including on-boarding, changes to conditions, and off boarding employees within our payroll system.
4. Review, validate, and process timesheets and leave requests, ensuring compliance with policy, correct application of entitlements, and following up with Management as required.
5. Respond to payroll-related enquiries – via phone and payroll mailboxes – from employees, managers and stakeholders in a timely and professional manner, escalating complex matters to the Payroll Operations Manager where appropriate.
6. Invoicing for payroll service to clients serviced as part of a CAM Payroll Service Agreement.
7. Processing and issuing payroll journals for parish payroll.
8. Contribute to the review and improvement of payroll processes and procedures to enhance efficiency, accuracy, and service delivery.
9. General admin duties such as data entry, maintaining accurate employee records to ensure data integrity and confidentiality.
10. Assist with special HR and Payroll projects from time to time.
11. The Archdiocese may require you to undertake other duties from time to time commensurate with your qualifications, knowledge, experience and ability.
12. Takes reasonable care to protect the health and safety of themselves, fellow staff and others in the workplace.

5. Job Competencies – (skills)

- An interest in Payroll, demonstrated by relevant personal development or working towards a tertiary degree in Human Resources.
- Excellent computer literacy, including Microsoft 365 and proficiency in the use of HRIS platforms.
- An interest in understanding the place of technology and automation of processes.
- A commitment to service and quality levels (response times and attention to detail is key).
- National Police record and Working with Children Checks (essential)

6. Personal Competencies – (attributes)

- Well-developed interpersonal skills, energy, motivation, initiative and capacity to work in a team environment with minimum supervision.
- Ability to work collaboratively within and across departments, agencies, ministries and parishes of the Archdiocese and its entities and partners.
- Sound time-management skills, attention to detail, and ability to prioritise.
- Excellent interpersonal, verbal and written communication skills.

7. Key Selection Criteria

To be successful in this role, the Payroll Support Officer will demonstrate the following:

1. Proven experience in supporting payroll processing, including data entry, and maintaining accurate employee records in a payroll or HRIS system.
2. Sound understanding of payroll, superannuation, and FairWork requirements, with the ability to apply these to ensure compliance in processing and reporting.
3. Demonstrated ability to prepare payroll-related reports (e.g. BAS, superannuation, payroll journals), reconcile data, and identify and resolve discrepancies accurately and efficiently.
4. Excellent interpersonal and written communication skills with a demonstrated ability to provide high-quality support to employees, managers, parishes and external stakeholders, including responding to payroll queries in a timely and professional manner.
5. High level of accuracy, attention to detail and commitment to maintaining confidentiality, particularly when handling sensitive employee data and payroll information.
6. Proficiency in payroll and HR systems, Microsoft Office Suite (particularly Excel), and the ability to produce reports and manage workflows effectively.
7. Capacity to support the continuous improvement of payroll processes and systems, with a proactive approach to identifying inefficiencies and implementing solutions.
8. Demonstrated ability to work collaboratively within a team, manage multiple priorities and adapt to changing demands, including contributing to broader HR and payroll projects as required.

8. Position Description Acknowledgement

By signing my contract, I acknowledge that I have received, reviewed and fully understand the position description for Payroll Support Officer. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name: **[insert name]** Date: ____/____/____

Employee Signature: _____