

PEOPLE SERVICES & PAYROLL ADMINISTRATOR

POSITION DESCRIPTION

Position Title:	People Services & Payroll Administrator
Responsible To:	Manager, People Services
Council Portfolio	Corporate Services
Council Team:	People
Classification Level:	Salaried, Level 4

Overview of Portfolio

The Corporate Services Portfolio provides effective and efficient services and insights to strengthen and grow our organisational capability, and support a culture of accountability, transparency and innovation. Additionally, the Portfolio provides the key support functions to ensure Council's subsidiaries, the Adelaide Central Market Authority (ACMA) and Adelaide Economic Development Agency (AEDA), deliver their objectives in accordance with their respective Charters, statutory requirements and obligations.

Overview of Program

The People Team strengthens our organisation's capability to lead and deliver essential services for our community, corporate services for our organisation, and brilliant experiences in our City, by co-creating an environment where our people thrive, live our values, reach their potential, and learn and grow.

Key Relationships / Interactions

Internal	People Services Team Employees across the People Program City of Adelaide (CoA) employees/leaders across all Portfolios, Programs and Corporate Teams
External	External Service Providers e.g. background check providers External Applicants Education Institutions

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Primary Purpose

The People Services & Payroll Administrator provides efficient and accurate administrative support across People Services and Payroll teams, acting as an initial point of contact for employee queries, coordinating employment checks, supporting employee lifecycle processes, and assisting with payroll entry and administration.

Responsibilities

The People Services & Payroll Administrator is responsible for;

- Acting as the first point of contact for People Services enquiries, providing accurate advice and triaging requests, with escalation of complex matters as required.
- Delivering generalist HR administrative support across the employee lifecycle, including recruitment, onboarding, offboarding, and employee change processes.
- Providing support across People Services and Payroll teams during peak periods, contributing to effective and responsive service delivery.
- Preparing and issuing employment contracts and employee correspondence as required.
- Maintaining accurate employee records across HR and payroll systems, ensuring data integrity, compliance, and audit readiness.
- Coordinating employment checks (e.g. National Police Checks, Working with Children Checks, working rights) and support related compliance processes, including Drug and Alcohol testing administration.
- Supporting end-to-end payroll activities, and providing timely, accurate payroll advice on matters including leave entitlements, pay rates, PAYG taxation and superannuation
- Supporting employees in the use of HR and payroll systems (e.g. SAP SuccessFactors, and CoA timesheet) and assisting with leave and timesheet administration.
- Contributing to continuous improvement initiatives, including Workforce Management System enhancements and process improvements.

Responsibilities for all employees:

- Model and champion an inclusive, respectful, and ethical workplace culture, aligned with our CoA values and Employee Behavioural Standards, actively promoting equal opportunity, diversity and equity.
- Adhere to organisational policies and WHS requirements while promoting a safe, inclusive environment that safeguards both physical and psychological wellbeing for self and others.
- Promptly report WHS incidents or near misses and use equipment, supplies, and personal protective equipment safely and responsibly.
- Adhere to security and safety requirements (physical and cyber) by following secure information/data handling practices and procedures that support and secure our systems.
- Proactively identify and report any cyber security risks, breaches, incidents, or suspicious activity such as phishing, unauthorised access, or mishandling of information.
- Complete all mandatory training and ongoing professional development.

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Position Criteria






Qualifications	Tertiary qualification in Administration, Human Resources, or a related field, or equivalent relevant experience.	Highly Desirable
Customer Service & Integrity	<p>Demonstrated commitment to delivering high-quality, professional support to employees and stakeholders.</p> <p>Proven ability to provide timely, accurate, and practical advice on HR policies and procedures.</p> <p>Strong written and verbal communication skills.</p> <p>Ability to manage sensitive matters with professionalism, integrity, and sound judgement.</p>	Essential
Teamwork & Collaboration	<p>Proven ability to work collaboratively across teams and contribute to a positive team environment.</p> <p>Strong interpersonal skills, with the ability to share information clearly and support colleagues.</p> <p>Demonstrated flexibility to assist across functions to support team priorities and service delivery.</p>	Essential
Time Management & Attention to Detail	<p>Ability to prioritise and manage competing HR and payroll tasks while meeting deadlines.</p> <p>High level of accuracy and attention to detail in processing HR and payroll data.</p> <p>Strong organisational skills, with the ability to manage multiple tasks while maintaining confidentiality.</p>	Essential
Technical Knowledge & Experience	<p>Experience supporting payroll processes, including timesheets and responding to payroll-related enquiries.</p> <p>Ability to interpret enterprise agreements, policies, and procedures.</p>	Essential
	Experience using Human Resource Information System	Highly Desirable
Professional Development	Demonstrated commitment to ongoing professional development and continuous learning.	Essential

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Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

	<p>Achievement</p> <ul style="list-style-type: none"> • Deliver what matters • Ensure clarity of direction and unity of purpose • Inspire excellence and strive for outstanding results
	<p>Collaboration</p> <ul style="list-style-type: none"> • Work together to build successful teams and partnerships • Be open, inclusive, and share knowledge • Seek, provide, and act on feedback
	<p>Customer Commitment</p> <ul style="list-style-type: none"> • Know your customers and put them first • Listen to and understand customer needs • Be responsive, close the loop and deliver on promises
	<p>Integrity</p> <ul style="list-style-type: none"> • Own your actions, successes and mistakes • Act with transparency, honesty, and respect • Do what you say you will do
	<p>Innovation</p> <ul style="list-style-type: none"> • Look for ways to improve and create positive change • Think broadly and take a wider viewpoint • Be responsive to new ideas and opportunities

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Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required in order to meet the requirement of the role.
- An unencumbered South Australian Drivers Licence may be required.
- A satisfactory Police Clearance may be required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.

Physical Demands

Task	Office Workstation
Work Area	Various
Physical Demand Rating	Very Light Work

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
Sitting		✓		Ergonomic adjustable chair	Critical Range of Motion: Shoulder to 90° flexion. Lift Capacity: Up to 2kg (ream of paper). Push / Pull Force: N/A Environmental Factors: Indoor. Carpet in most offices. Lift access in most buildings. Task Rotation: tasks are varied by the worker. Pause exercises, stretches and standing up are self-directed by the worker. Workers can alternate sides with the computer mouse. PPE: Office attire and appropriate footwear.
Standing	✓			Accessing folders, p/copier, talking to others	
Walking	✓			Meeting with others, moving between rooms	
Climbing	✓			Option to take the stairs	
Bending	✓			Reaching down to low shelves, p/copier	
Squatting	✓			Reaching down to low shelves, p/copier	
Gripping		✓		Mouse, stationery, phone	
Forward Reach	✓			Typing, using the mouse, phone usage	
Lift	✓			Light items, folders, paper and documents	
Carry	✓			Short distances within the building /office	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%).

*This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the People Team (OSCAR).

Agreement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

** **Electronic Offer**** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.