POSITION DESCRIPTION – Alfred Health

Date revised: 14 November 2018

POSITION: HRIS Support Officer - Payroll

AWARD/AGREEMENT: Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016 - 2020

CLASSIFICATION TITLE: HS2

DEPARTMENT/UNIT: HRIS

DIVISION: Finance Division

ACCOUNTABLE TO: HRIS Applications Team Leader

WORKS IN COLLABORATION WITH: Other members of the HRIS Team, Payroll Services, HR Services, Recruitment and members of the Finance & Workforce Divisions

ALFRED HEALTH

Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service operates three outstanding facilities, The Alfred, Caulfield, and Sandringham.

Further information about Alfred Health is available at www.alfredhealth.org.au

OUR PURPOSE

To improve the lives of our patients and their families, our communities and humanity.

OUR BELIEFS

Our staff are expected to demonstrate and uphold the beliefs of Alfred Health:

- Patients are the reason we are here – they are the focus of what we do
- How we do things is as important as what we do. Respect, support and compassion go hand in hand with knowledge, skills and wisdom. Safety and care of patients and staff are fundamental
- Excellence is the standard we work to everyday. Through research and education we raise the bar for tomorrow
- We work together. We play vital roles in a team that achieves extraordinary results
- Our leadership shares ideas and demonstrates behaviours that inspire others to follow
HRIS TEAM

The Alfred Health HRIS Team provides HRIS System support and related support services to all employees across Alfred Health as well as Alfred Health management.

POSITION SUMMARY

This position is required to work across all Alfred Health sites to meet business needs. You will work collaboratively with Alfred Health’s Finance & People & Culture Divisions including Recruitment, Occupational Health and Safety, and Employee Relations to support the provision of a total HRIS, Rostering T&A, and Payroll Service.

The HRIS Support Officer position is to support the HRIS applications (currently SAP & Kronos) in accordance with business needs and provide user support and be the key contact point for enquiries on application matters and use. Enquiries extend to line manager and Support of the application systems includes ensuring data required to maintain the integrity of system, e.g. employee HR data, pay and allowance rates, organisation structure, jobs & positions.
<table>
<thead>
<tr>
<th>Key Accountabilities/Responsibilities</th>
<th>Key Activities / Decision Areas</th>
</tr>
</thead>
</table>
| Application Support                  | • Ensure that all data is collected and in a format that supports the data integrity of the relevant HRIS system modules  
• Work in conjunction with Payroll Operations Team Leader, HRIS System Applications Analyst, Human Resources, Employee Relations and VHIA to gather and update salary or award changes within the system.  
• Application support is delivered to enable application users to meet business deadlines, e.g. new hires, payroll processing  
• Maintains application business data in accordance with legislation, employment conditions and organisational needs including:  
  o Organisation structure  
  o Employee master data  
  o Positions  
  o Salary grades & rates  
  o Allowances  
  o Leave entitlements  
  o User profiles within the applications  
• Application processes are run in accordance with business and application support timeframes  
• Action is taken when actual or potential problems are identified which may interfere with the payroll performance  
• Payroll reporting to the business  
• Liaise with Finance and external customers  
• Support compliance and processing files for Superannuation funds, Child Support, Bank Files etc  
• Support data requests and compliance for external customers, eg: ABS  
• Support Superannuation reconciliations and all matters Super related.  
• Documenting of system processes and procedures are maintained and reflect current system configuration  
• Document FAQ’s and User guides  
• Collate and prepare EBA and annual increases data  
• Prepare change requests  
• Assist with Service Pack testing |
| Reporting                            | • Creating and maintaining reports, development of new reports as required. |
| Service relationships                | • Deals with customer inquiries and complaints.  
• Builds and maintains good working relationships with others in the various business units. A critical part of the job relates to maintaining these relationships and actively seeking customer feedback, dealing with any issues arising, and ensuring the needs of the various business units are met.  
• Manages data flow into or from HRIS systems to external agencies, eg: Superfunds, ATO, Child Support, Maaxia  
• Liaises with the HRIS Vendors (POIT & Kronos & Support Providers) on support needs and change requests for all modules. |
| Application user queries             | • Deals with more complex or difficult queries which other staff may not be able to resolve.  
• Triage HRIS Heat calls |
| **Training** | **For managers, both new and established, also for the HR team members,**
|             | **Payroll user training** |
| **Systems** | **Proactively identifies and recommends opportunities to further use and/or better use of systems**
|             | **Recommendations which are supported by necessary data/information.**
|             | **Has a working knowledge of HR, Recruitment, Payroll and Rostering T&A systems and procedures** |
QUALITY, SAFETY, RISK and IMPROVEMENT

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives
- Follow organisational safety, quality & risk policies and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Alfred Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF:

- Comply with relevant privacy legislation.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Alfred Health.
- Comply with Alfred Health medication management and medication safety policies and guidelines.
- In this position you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.
- Research activities will be undertaken commensurate with the role

PROFESSIONAL/TECHNICAL SKILLS & KNOWLEDGE

HRIS (SAP/Success Factors & Kronos)

- In-depth knowledge of Payroll processes and procedures
- In-depth knowledge of business processes and procedures
- High level of business and commercial acumen

Payroll Knowledge

- Knowledge of Payroll practices and systems
- Understanding of the impact of payroll and links to the financial and other systems
- Knowledge and understanding of Awards, EBA’s & Legislation
- Understanding of the impact of legislative changes, systems development and management practice
- Knowledge and understanding of the organisation structure and business / position relationships

Management

- Customer service skills and experience
- Ability to communicate at all levels of society and across language and cultural boundaries

Computer Skills

- Medium to advanced application knowledge of MS applications: excel, word, Power point , project, visio
- Ability to identify system development requirements and have the ability to document specifications and implement improvements
- Significant understanding and demonstrated application of technology.
QUALIFICATIONS/EXPERIENCE REQUIRED

- Victorian Certificate of Education
- 3+ years experience in operating payroll services and delivering customer services in a medium to large organisation using an HRIS.
- 3+ years’ experience in Business analysis & Process documentation
- Experience in a training role
- Exposure to Awards, EBA’s and Legislation
- Professional customer service technique, ability to deal with queries in a mature and responsive manner
- Well developed communication skills (both written and oral)
- Well developed numeric and literacy skills
- Well developed analytical skills and business analyst experience
- A strong team player
- Customer service focus and relationship building capabilities
- A high attention to detail
- A high level of organisational skills
- Ability to work independently
- Ability to prioritise and meet tight deadlines
- Adaptability and willingness to learn new behaviours and adopt best practice standards
- Ability to handle a demanding workload and provide guidance and intellectual input into numerous areas simultaneously.
- Strategic thinking with track record of turning ideas into action.

Position Description authorised by: Ray Swanson, Director Payroll Services

Date: 14 November 2018