

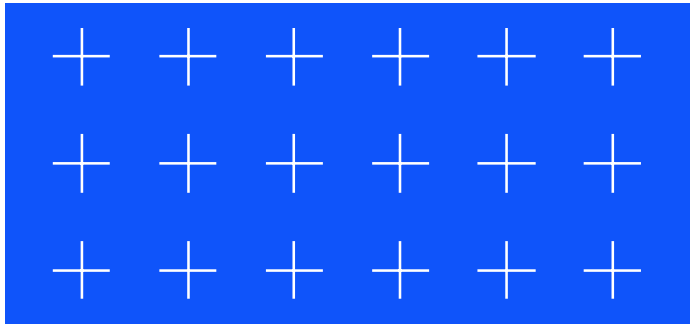
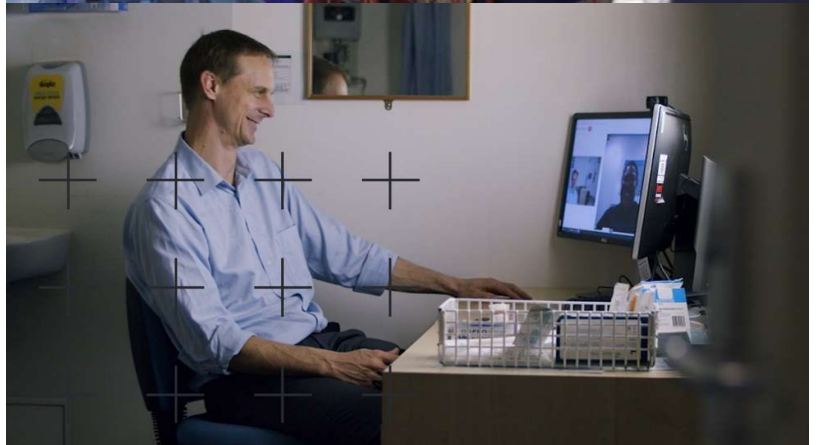


The Royal
Melbourne
Hospital

Advancing health for everyone, everyday.

Could this be you?

Join The Royal
Melbourne
Hospital Team



Position Description

Payroll Officer



THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria’s first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we’ve moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We’re here when it matters most, and we’ll continue to be the first to speak out for our diverse community’s wellbeing.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

At The RMH we’re inspired by our vision of Advancing health for everyone, every day. While we’re each going about our different roles, we’re united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together



True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

1. **Be a great place to work and a great place to receive care**
2. **Grow our Home First approach**
3. **Realise the potential of the Melbourne Biomedical Precinct**
4. **Become a digital health service**
5. **Strive for sustainability**



Position Description

Position Title:	Payroll Officer
Service:	Finance
Location:	Royal Melbourne Hospital Campus
Reports To:	Payroll Operations Manager
Direct Reports:	N/A
Enterprise Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021–2025
Classification:	Grade 2
Employment Status	Full Time Ongoing
Immunisation Risk Category:	C
Date of Review:	April 2026



POSITION PURPOSE

The Payroll Officer is responsible for ensuring accurate and timely payroll processing, statutory compliance, and high-quality client service. This role involves collaborating with colleagues, supporting process improvements, and providing responsive assistance to employees and stakeholders. While automation will reduce manual tasks over time, the Payroll Officer will perform manual processing where required and contribute to continuous improvement initiatives.

DEPARTMENT DESCRIPTION

Melbourne Health Financial Shared Services (MHFSS) provides a range of payroll services for The Royal Melbourne Hospital (RMH), Western Health (WH), The Royal Children's Hospital and The Royal Victorian Eye and Ear Hospital. MHFSS processes payroll for over 30,000 employees working across 26 complex Enterprise Agreements on alternating fortnightly pay cycles.

KEY ACCOUNTABILITIES

Payroll Processing

- Perform manual payroll tasks, including timesheet and data verification checks, exception/error resolution, and processing adjustments, ensuring accuracy during transitional or exceptional circumstances.
- Maintain payroll records in line with established procedures and compliance requirements.
- Complete statutory reporting requirements in accordance with legislative and organisational standards.

Issue Resolution & Client Support

- Respond to payroll enquiries via phone, email, or in person in a courteous and professional manner.
- Provide second-tier support for escalated payroll queries, ensuring timely and accurate resolution.
- Investigate and resolve complex enquiries, identify payroll errors, and implement corrective actions to maintain data integrity.
- Process overpayments and conduct follow-up investigations when necessary.
- Issue third-party employment verification requests promptly and accurately.

Reporting & Financial Coordination

- Assist with reconciliation and preparation of off-cycle reports for Finance to ensure accurate salary transfers.

Continuous Improvement & Collaboration

- Contribute ideas and support initiatives aimed at improving payroll processes and client experience.
- Participate in quality improvement activities to enhance service delivery.
- Share knowledge and provide guidance to colleagues when needed, fostering a collaborative team environment.



Projects & Additional Responsibilities

- Support payroll-related projects as required (e.g., Maternity Leave, WorkCover).
- Undertake additional payroll processing duties as directed by the Payroll Operations Team Leader.

Compliance, Confidentiality & Safety

- Adhere to Health Service policies, rules, and regulations at all times.
- Maintain confidentiality of all personnel and payroll information, using it solely for payroll-related functions.
- Support the development of safe working practices and contribute to a safe work environment by identifying and reducing hazards.

KEY RELATIONSHIPS

Internal

Peers and management across all Health Services for (but not limited to) People and Culture, Medical Workforce and Financial Shared Services

Employees and Stakeholders for all departments across all Health Services

External

Australian Taxation Office (A.T.O.)

Salary Packaging Providers

Centrelink

Child Support Australia

KEY SELECTION CRITERIA

Essential:

- Demonstrated experience in payroll processing within a complex organization.
- Knowledge of relevant legislation, awards, and Enterprise Bargaining Agreements (EBAs).
- Strong attention to detail and commitment to accuracy.
- Excellent communication and interpersonal skills with a client-focused approach.
- Ability to work collaboratively in a team environment and manage competing priorities.
- Proficiency in payroll systems and Microsoft Office applications.

Desirable:

- Experience with payroll-related projects and process improvement initiatives.
- Familiarity with automated payroll systems and willingness to adapt to new technologies.

KEY PERFORMANCE INDICATORS

RMH employees are measured through successful:

- Demonstration of RMH values and behaviours, being a role model for living the values.



-
- Completion of mandatory training activities including training related to the National Standards.
 - Participation in The RMH and Division/Service specific business planning process (if required).
 - Achievement of RMH and portfolio specific KPI targets as they apply to areas of responsibility.
 - Participation in and satisfactory feedback through the annual performance review process; and, where applicable, ensure direct reports have individual development plans including an annual review.
 - Ability to provide a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity.
 - Ability to operate within allocated budget (if required).
-



AT THE RMH WE:

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

OUR COMMITMENT:

- **Equity, Inclusion, Belonging and Safety**
 - As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.
- **First Nations Commitment**
 - We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.
- **Child Safe Standards**
 - RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.
- **Equal Opportunity and Accessibility**
 - We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.
- **Thriving Together**
 - Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

ACCEPTANCE

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please print)

Date