



## POSITION DESCRIPTION

<b>Position Title:</b>	Manager, Shared Services & Payroll
<b>Cluster / Business Unit / Division</b>	Financial & Operational Services
<b>Section or Unit:</b>	ANSTO Enterprise Services
<b>Classification:</b>	Band 6
<b>Position Description Number:</b>	PD-1950
<b>Work Contract Type:</b>	Professional
<b>STEMM or NON-STEMM</b>	Non-STEMM

### POSITION PURPOSE

The Manager, Shared Services & Payroll leads a multi - disciplinary team of HR Administrative and Payroll staff to deliver diverse, inter- related services that include general human resources and payroll services, master data management, employee benefits and compensation, and related administrative functions, to optimize the employee lifecycle experience, ensure compliance with relevant policies, statutory requirements and best practice.

### ORGANISATIONAL ENVIRONMENT

ANSTO leverages great science to deliver big outcomes. We partner with scientists and engineers and apply new technologies to provide real-world benefits. Our work improves human health, saves lives, builds our industries and protects the environment. ANSTO is the home of Australia’s most significant landmark and national infrastructure for research. Thousands of scientists from industry and academia benefit from gaining access to state-of-the-art instruments every year.

The ANSTO Enterprise Services (ES) function comprises three key groups – Business Support Services; Supply Chain Services and, Shared Services & Payroll.

**Business Support Service**, provides transactional business services to support operations of ANSTO, including financial services, accounts payable, accounts receivable, asset management, support to FP&A, tax services, administrative services and travel services;

**Supply Chain Services** support the various areas of ANSTO including end to end procurement delivery and operations, storage of assets and products, movement of assets and products, stores, warehouse management, stock takes, spare parts management, fleet management, dispatch and deliver

**Shared Services** operate as a central point of contact for employees seeking day-to-day general HR advice, services and employee records management. The team are a resource for line managers and employees to assist with implementation and effective application of HR policies and practices.

**The Payroll team** manage payroll processing, benefits and compensation administration, payroll data and records management, reporting and related support and advice

### ACCOUNTABILITIES & RESPONSIBILITIES

#### Key Accountabilities

- Manage the activities of the Shared Services team, review service delivery, processes, methods and systems with a view to streamline and constantly improve productivity and ensuring a high level of customer service.
- Provide operational direction and lead an established Shared Services & Payroll team, promote a culture of teamwork and accountability, provide mentoring, manage performance, offer opportunities for development, training and multi skilling of team members.

- Develop and deliver an excellent value proposition of Shared Services & Payroll, consistent with the ANSTO Enterprise Services objectives that support ANSTO's strategic direction.
- Manage the design and implementation of best practice solutions and promote initiatives and frameworks that deliver enhanced shared services support in line with the Service Level Agreements (SLA's)
- Manage the effectiveness of HRIS operational processes and associated systems to facilitate a compliant, accurate and user-friendly recording, reporting and information source.
- Oversee the delivery of accurate and compliant payroll processing as well as reconciliation, audits, reporting and management of related systems and upgrades.
- Manage the resources, budgets, projects and staffing requirements of the Shared Services and Payroll team.
- Provide leadership, including financial planning, to manage the section consistent with the strategic direction of ANSTO, ensuring efficient operations and cost-effective use of the ANSTO's resources.
- Collaborate with the business, foster and maintain positive relationships with key stakeholders to facilitate effective contract and relationship management to achieve desirable outcomes for the Group.
- Support change management strategies, Identify and implement processes the facilitate operational efficiency and focus of service and customer needs
- Undertake additional duties as required and during period of leave of other staff.

### **Decision Making**

- The position works within the ANSTO Enterprise Services function within a framework of legislation, policies, professional standards and resource parameters. Within this framework the position has some independence in determining how to achieve objectives, including deciding on methods and approaches, unit operations, project planning and allocation of resources
- The Manager, Shared Services & Payroll operates with a high level of autonomy, determines key operational objectives in consultation with the General Manager ANSTO Enterprise Services and is individually accountable for the quality, integrity and validity of the content of advice provided in relation to the personnel services and demonstrating sound judgement in the exercise of delegated authority
- Process Improvement initiatives, resources, applications and system within individual work area
- The levels of authority delegated to this position are those approved and issued by the Chief Executive Officer. All delegations will be in line with the ANSTO Delegation Manual AS-1682 (as amended or replaced).

### **Key Challenges**

- Challenging established ways of working in favour of a more productive / flexible approach
- Managing the provision of services in an environment where workloads are difficult to predict.
- Maintaining the integrity of payroll and ensuring documented payroll related procedures will deliver adequate internal controls; ensuring compliance with payroll management practices including the reconciliation of the payroll data, and the timely resolution of discrepancies.
- Ensuring the optimal engagement of senior management in the management of Performance & Goals process and maintaining a thorough knowledge and understanding of the diverse resourcing requirements of ANSTO

Maintaining up to date knowledge of regularly emerging trends, tools and technological advances across a number of functional areas

## KEY RELATIONSHIPS

Who	Purpose
<b>Internal</b>	
General Manager ANSTO Enterprise Services	<ul style="list-style-type: none"> <li>• Receive direction and professional guidance</li> <li>• Provides expert advice and exchanges information</li> <li>• Consults on HR and Payroll policy and strategy development.</li> </ul>
Work area team members	<ul style="list-style-type: none"> <li>• Provide expert advice and analysis on a full range of matters</li> <li>• Contribute to executive decision making processes, strategic planning and goals</li> <li>• Collaborate and share accountability</li> <li>• Negotiate and resolve conflicts</li> </ul>
Direct Reports	<ul style="list-style-type: none"> <li>• Provide leadership, guidance and support</li> <li>• Set performance requirements and manage performance, facilitate their ongoing professional development</li> <li>• Engage to monitor trends, performance and progress against the strategic and business plans and evaluate further support which may be required to ensure delivery against the plans</li> </ul>
People Performance & Capability	<ul style="list-style-type: none"> <li>• Engage, consult regularly with the Management &amp; the Performance Coach Team</li> <li>• Respond to requests for data reporting under the management of Shared Services</li> <li>• Consults on implementation of policies as related to the systems that support the business (eg) Payroll &amp; HRIS systems</li> </ul>
ANSTO Clusters	<ul style="list-style-type: none"> <li>• Engage, consult regularly to determine business requirements</li> <li>• Provide expert advice and exchange information</li> <li>• Collaborate on cross cluster/organisation projects</li> </ul>
<b>External</b>	
	•
Vendors/Service Providers/ Superannuation Funds/Schemes Australian Taxation Office, Banking institutions, Government Offices	<ul style="list-style-type: none"> <li>• Work collaboratively and exchange information and advice</li> <li>• Escalate issues to address current and potential problems</li> </ul>

## POSITION DIMENSIONS

<b>Staff Data</b>	
Reporting Line	General Manager ANSTO Enterprise Services
Direct Reports	2 x Senior Officer – HR Shared Services x 2 Payroll Officers x 2 Business Process Analyst x 1
Indirect Reports	Consultants and Project support
<b>Special / Physical Requirements</b>	
Location:	Lucas Heights / Camperdown / Clayton Working in different areas of designated site/campus as needed

Travel:	May be required to travel to ANSTO sites and other organisations from time to time involving occasional national travel Infrequent international travel
Physical:	Office based physical requirements (sitting, standing, minimal manual handling, movement around office and site, extended hours working at computer)
Radiation areas:	May be required to work in radiation areas under tightly regulated conditions
Hours:	Willingness to work extended and varied hours based on operational requirements
Clearance requirements:	Satisfy ANSTO Security and Medical clearance requirements

### Workplace Health & Safety

Specific role/s as specified in <u>AG-2362</u> of the ANSTO WHS Management System	All Workers Officer (definitions found in appendix 1 of AG-2362) Group Executive / General Manager Managers / Leaders / Supervisors Other specialised roles identified within the guideline a position holder may be allocated to in the course of their duties
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### ORGANISATIONAL CHART

TBA

### KNOWLEDGE, SKILLS AND EXPERIENCE

1. Appropriate degree qualification in Management/Administration/Human Resources and/or demonstrated equivalent professional experience and training
2. A thorough knowledge of current recruitment policies, practices, statutory requirements in support of payroll functions.
3. Extensive experience and demonstrated knowledge of payroll functions, procedures, legislation, taxation, superannuation and employment conditions
4. Demonstrated ability to translate divisional strategies into plans and actions.
5. Experience leading change management programs, including process and system improvements and effectiveness
6. Customer Relationship Management skills with an understanding and experience of handling sensitive and confidential information.
7. Experience in leading multi-disciplinary teams, with proven people management skills including the capacity to build effective and high performance teams.
8. Excellent verbal and written communications skills, negotiation, conflict avoidance and conflict resolution skills including negotiation, implementation and SLA monitoring.
9. Demonstrated ability to apply judgement and initiative to manage complex and sensitive service delivery issues encompassing diverse stakeholder views.

### VERIFICATION

This section verifies that the line manager and appropriate senior manager/executive confirm that this is a true and accurate reflection of the position

Line Manager	Delegated Authority
Name:	Name:
Title:	Title:

Signature:	Signature:
Date:	Date: