

Role Charter

POSITION:	PAYROLL TEAM LEADER
Reports to:	Executive Manager People and Culture
Accountable to	Director Corporate Services
Directorate:	Corporate Services
Date revised:	15 May 2026

This role charter is a broad description of the accountability and duties of an employee of Maitland City Council. The role will evolve and changeover time, in line with the changing strategic and operational requirements and outcomes of the organisation.

Council has a set of Guiding Principles that assist staff to understand the behaviours that are expected to create an organisational culture that helps our customers and people thrive.

Our Guiding Principles are:



MAKE THINGS EASY

Do the hard work to make things intuitive for everyone.



BE WELCOMING

Care for everyone as people, not tasks or numbers.



BE OPEN MINDED

Listen to each other and work together to find solutions.



KEEP YOUR PROMISES

Follow through on your commitments to everyone.



LOOK OUT FOR ME

Thoughtfully anticipate what will make our days go smoother.

Primary Purpose

The Payroll Team Leader is responsible for ensuring the accurate, compliant and timely payroll processing while driving continuous improvement across payroll systems, governance and reporting systems.

Leadership

Maitland City Council's leaders are people of honesty and integrity, with a genuine desire to deliver outcomes for our community.

Committed to engaging with employees, providing superior customer service and creating value for stakeholders. To fulfil this role, the leader will:

- Actively model and champion Council's Guiding Principles.

- Actively participate in open and genuine discussion, collaborating and partnering within the team and across the group's departments to capitalise on existing and emerging knowledge and experience.
- Hold both self and others accountable for their decisions, actions, behaviours and outcomes.
- Motivate, inspire and support the team to develop the confidence and capability to realise their full potential.
- Be an active and visible presence across the organisation.

Management

Maitland City Council's leaders are accountable for ensuring that all administrative activities, resources, systems and processes support staff in delivering efficient and effective service. The leader will:

Manage people

- Supervise, support and coach staff in undertaking the work and projects of the team.
- Monitor team workloads to ensure a balanced approach to service delivery and employee wellbeing.
- Contribute to a positive employment relationship.
- Champion a safe and healthy workplace and fair and equitable work practices.
- Demonstrate effective communication, problem solving and interpersonal skills.

Manage operations

- Support the Manager and the team in the effective delivery of Council's services.
- Oversee and implement actions or tasks as identified in the Delivery Program and Operational Plan.
- Supervise the daily operations of the team within identified budgets, delegations and administrative processes.
- Inform and participate in annual planning and reporting processes for the section.
- Implement procedures and other tools that support implementation of adopted strategies and policies.
- Provide timely and accurate information to the Manager.
- Administer and comply with the organisations policies and procedures.
- Administer and undertake training and development.

Manage relationships

- Act as the primary link between the Manager and the staff of the team.
- Participate in nominated cross organisational teams.
- Establish and maintain productive relationships.

Manage performance

- Have input into business plans for the section for integration with Council's Strategic Planning.
- Monitor and report on team performance.
- Identify employee development and performance improvement within Council's workforce development framework.
- Focus on the continuous improvement.

Core Accountabilities

1. Lead the delivery of payroll operations ensuring accuracy, timeliness and compliance.
2. Perform and oversee payroll reconciliation processes.
3. Maintain strong governance, controls and audit readiness across the payroll function.
4. Partner with key stakeholders including (but not limited to) Finance, HR Operations and IT to ensure effective and efficient payroll operations.
5. Maintain a responsive, professional customer-focused service to employees regarding pay-related inquiries and issues.
6. Lead the evaluation and identification of initiatives to continuously improve end-to-end payroll processes.
7. Produce accurate reports to monitor and evaluate organisational information including (but not limited to) overtime utilisation, absenteeism and leave liabilities.
8. Lead and develop the payroll team.

Undertaking any other duties, projects or tasks as directed by the Supervisor which are within the employee's skills, competence and training.

The incumbent is to behave in alignment with Council's Guiding Principles, comply with the organisations policies and procedures and undertake training and development.

Essential Criteria

1. Demonstrated experience managing end-to-end payroll in a complex environment.
2. Qualifications in Finance, HR, a related field or equivalent industry experience.
3. Strong attention to detail and commitment to deadlines.
4. Proven ability to develop efficient processes and continuously improve payroll systems.
5. Strong stakeholder management, communication and influencing skills.
6. Demonstrated experience and ability to supervise, coach and support direct reports in their day-to-day activities.

Desirable Criteria

1. Technology One payroll system experience.
2. Exposure to payroll system implementation projects.
3. Local Government experience.

Date:

Agreed:

Employee Name

Employee signature