



# Senior Manager, Insurance and Payroll Services

Human Resources Department  
ADMINISTRATIVE DIVISION



## About QUT

QUT is a major Australian university with a global outlook and a 'real world' focus. We are one of the nation's fastest growing research universities and our courses are in high demand.

We are an ambitious and collaborative institution that seeks to equip our students and graduates with the skills they will need in an increasingly disrupted and challenged world. We are transforming the student experience we offer our 50,000 students and we place a premium on the international and national accreditation of our various professional degrees.

Our internationally award-winning Science and Engineering Centre is home to The Cube, acknowledged as one of the world's largest digital interactive learning and display spaces. QUT established the world's first Creative Industries Faculty, and we invest heavily in collaborative learning and interdisciplinary research environments, including the \$95M Education Precinct.

Further information about QUT can be obtained from the website at [www.qut.edu.au](http://www.qut.edu.au).

### Our Vision

QUT's [Blueprint 6](#) is our institutional strategic plan. The Blueprint formalises QUT's ambitions and declares our strong sense of purpose which is to provide transformative education and research relevant to our communities. It provides a framework and strategies to enable QUT to realise our vision to be the university for the real world and identifies the following priorities:

- support aspiration and inclusion
- encourage creativity and entrepreneurship
- embrace digital transformation and technology
- embed principles of health and wellbeing
- support Indigenous Australian engagement, success and empowerment
- enable professional engagement and ethical leadership and,
- focus on the environment and sustainability

Aligned to and supporting our vision are the QUT Values. These Values highlight what makes QUT distinct and successful. Providing a compass for our decisions, actions and behaviours and strengthening our community.

### QUT Values

- Ambition
- Curiosity
- Innovation
- Integrity
- Inclusiveness

## About the Administrative Division

The Administrative Division plays an integral role in assisting the University to achieve its teaching, research and service goals in two important ways: firstly by providing management and support services in relation to students and staff through a range of operations; and secondly through its role as the custodian of the University's legislative obligations and standards, governance and policy.

## About the Human Resources department

The Human Resources department enhances the talents of our real world people through effective leadership, expert advice and professional development, while creating a highly engaged workforce by fostering strong organisational culture. The department partners with each area of the university to deliver tailored solutions according to the area's needs.

## About the Position

The Senior Manager, Insurance and Payroll Services leads the insurance and payroll functions within Human Resources, delivering high quality, client-focussed and innovative payroll and insurance services to clients within QUT.

The role supervises:

- a team of Payroll professionals and utilises strong accounting and governance principles, along with comprehensive understanding of relevant legislation to lead, advise, and consult on Payroll issues and operations; and
- Insurance Manager.

The position liaises with internal and external stakeholders to develop and communicate strategically beneficial Payroll and insurance processes, monitor compliance, and identify

efficiencies to improve services.

This position will have a lead role in upgrading the current payroll system iteration and advising on future strategy to ensure a contemporary and reliable payroll service.

This position reports to the Senior Manager, Rewards and Workforce Insights for supervision, workload management and for Performance Planning and Review (PPR).

#### **Key responsibilities include:**

- Manage and deliver a high standard of end-to-end payroll services, overseeing operational processes and procedures to maintain data integrity.
- Provide informed, strategic advice to HR leadership on payroll issues, compliance, improving efficiency and reducing risk through best-practice procedural and process improvements.
- Manage compliance with organisational procedures and requirements (including Enterprise Agreements) and monitor and interpret changes to government directives, legislation and audit requirements, advising on the implications and developing and implementing solutions within organisational systems and processes.
- Lead or contribute to major projects to improve the existing HR/Payroll system, including regular and unscheduled updates and patches, working to minimise disruption to the end-user.
- Connect and collaborate with internal and external stakeholders to achieve business outcomes and promote a transparent and compliant payroll function.
- Define and implement metrics to measure process improvements, reporting on efficiency and resource gains.
- Analyse data and develop clear and concise reports and written submissions that identify issues and provide recommendations to mitigate risk to the University.
- Work collaboratively with colleagues in Human Resources to develop and implement solutions to common issues affecting staff pay, navigating challenges such as tight processing deadlines, to embed process changes to improve payroll accuracy and resource efficiency.
- Lead and develop a team of Payroll professionals to foster a high-performance, client-focussed team

culture. Provide constructive feedback to drive capability improvements.

- Provide direction, support and guidance to the Insurance Manager regarding:
  - the placement of the full range of the University's Insurance Policies through insurers and/or the University's insurance brokers with the objective of obtaining best value for money.
  - the University's Insurance position, including liaising with insurer, insurance brokers, loss adjusters and a wide variety of internal and external stakeholders.
- Compliance with health and safety policies, procedures, hazard reporting and safe work practices.

To ensure job flexibility the successful appointee may be required to:

- perform any other duties as nominated by the University consistent with the relevant classification descriptors detailed in the Enterprise Agreement. Staff undertaking any new duties will receive training;
- participate in job rotation or multiskilling in consultation with their supervisor;
- work across campuses

#### **Type of appointment**

This appointment will be offered on a/an ongoing, full-time basis.

#### **Location**

Kelvin Grove campus.

## **Selection Criteria**

1. Education, training and/or experience equivalent to completion of a postgraduate qualification and extensive relevant experience in managing a large Payroll function.
2. Extensive knowledge of relevant payroll legislation and compliance requirements, including taxation and superannuation, with demonstrated ability to interpret changes and new government initiatives, identify issues and implement innovative solutions to mitigate risk to the University.
3. Sound knowledge of insurance products and requirements for a large complex organisation.
4. Proven effective leadership, management and supervisory skills that drive high performance and focused service provision.

5. Demonstrated high-level interpersonal and written skills with demonstrated ability to communicate and collaborate in a professional manner and consult with internal and external stakeholders.
6. High level of digital and numeric literacy with well-developed diagnostic and analytical skills and demonstrated ability to compile and present a range of technical reports.

### Remuneration and Benefits

The classification for this position is Higher Education Worker Level 10 (HEW) which has an annual remuneration range of \$143,375 to \$160,362 pa. Which is inclusive of an annual salary range of \$122,188 to \$136,664 pa and 17% superannuation.

In July 2020 QUT staff voted in favour of a variation to its Enterprise Agreements. The variations were approved by the Fair Work Commission in August 2020.

The variation impacts leave loading (for new staff no loading will be paid or accrued during the period the variation is in effect), salary increases (the salary increase which was due to occur in the first full pay period of December 2020 has been deferred until the first full pay period of December 2021) and superannuation (superannuation will be paid to staff as though the salary increase which would have been paid in December 2020 has taken effect and, subject to the rules of the superannuation fund, a defined benefit member will continue to make contributions in alignment with the contributions made by the University). A link to the variation is [here](#).

Beyond personal and professional fulfilment, a career at QUT brings a broad range of tangible benefits. With competitive remuneration including superannuation, the University offers real and generous benefits.

QUT is a high quality and flexible organisation that is proud of its excellent employment conditions which include but are not limited to:

- Reduced working year scheme
- Parental leave provisions
- Study support encompassing leave and financial assistance
- Comprehensive professional development
- Salary Packaging

Further benefits can be found at the [Working at QUT](#) page.

Applicants who reach the final stage of the selection process will be expected to undergo a check of their criminal history. Those matters which do not have an impact on the inherent requirements of the position will not be taken into consideration. Applicants will be provided with an opportunity to discuss the outcome of the check before a decision on appointment is made.

For further information about the position, please contact Ms Gillian Bromley, Executive Director, Human Resources, on (07) 3138 4035; or for further information about working at QUT contact Human Resources on (07) 3138 4104

Candidates who are interested in the position are encouraged to apply even though they may feel they are not strong on individual selection criteria.

In assessing merit, the panel will take into consideration “performance or achievement relative to opportunity”. We recognise that many staff today have a range of personal circumstances, and career histories that challenge traditional ideas of a staff member. This may mean, for example, prioritising the quality of achievement rather than the quantity, as considerations of part-time employment, career interruptions and significant periods of leave are taken into account when assessing performance or achievement.