



Role Statement

Role title	Payroll Manager	Classification	ASO8
Branch	Shared Services SA	Type of Appointment	Ongoing
Section	Payroll Services	Position Number	P15107
Approved by	Delegate	Date	January 2026

Department of Treasury and Finance

The Department of Treasury and Finance is the lead agency for economic, digital and financial policy outcomes.

We play a vital role in providing financial services to the community and economic and fiscal policy advice as well as digital services to the Government of South Australia.

The Department of Treasury and Finance actively promotes flexible working arrangements and values diversity in the workplace.

Our Purpose

We are *the Government's trusted fiscal, economic, digital and policy advisor*.

We work to ensure *South Australia is a thriving, prosperous State now and in the future*.

Who we are



Talented, Clear Eyed and Curious

We are analytical, evidence based, innovative and creative.



High Performing

We are known for achieving successful and timely outcomes.



Trusted Partner

We work better together. We lead, partner, and collaborate to help solve the big challenges.



Agile

We organise around opportunities critical to our state and are flexible in responding to challenges.



Fulfilled and Fun

We take the work seriously and ourselves less so - we support each other in the pursuit of excellence and make Treasury a great place to work.

What we are known for

A world class Treasury and Finance.

A high performing agency that seizes opportunities, addresses the big challenges, and is a destination employer providing rewarding careers.

Branch/Section

Shared Services SA strives to deliver high-quality financial, payroll and work injury services to our customers. We care about providing timely, accurate and contemporary services, so government agencies can focus on delivering for the South Australian community.

What this role is responsible for

The Payroll Manager is accountable for ensuring that payroll services are delivered to designated SA Government client agencies, and their employees, within agreed performance standards, Service Level Determinations, and service designs.

The role is also responsible for planning and managing the resourcing of Payroll Services to designated clients to meet agreed performance standards and efficiency targets. The position is responsible for high level service delivery outcomes for the business on behalf of Shared Services SA.

Who this role reports to

- Director, Payroll Services
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Key Relationships/Stakeholders

- Assistant Director, Payroll Services
 - Payroll Managers
 - Client Engagement Manager (Direct Report)
 - Operational Team Leaders (Direct Reports)
 - Payroll Team and staff across Shared Services SA
 - Key contacts and customers in client agencies
 - Third party organisations including unions, superannuation funds, and salary sacrifice providers.
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Special Conditions

- Applicants will be required to undergo the appropriate and relevant employment screening assessment(s) required for this role in line with the department's Employment Screening Policy.
- This role requires:
 - National Police Check
 - General Employment Probity Check
 - Working with Children Check
 - Security Clearance (including Baseline, Negative Vetting Level 1 or Level 2, Positive Vetting)
 - Other:
- Some out of hours work may be required. Intrastate and interstate travel may be required.
- The incumbent will be required to participate in the Departmental Performance Management Program.

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- The incumbent may be required to be assigned to other positions at the same remuneration level across the department.
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Essential Expertise

- Experience in managing high volume transactional service delivery where continuous improvement and customer service excellence are key focuses. This may have been gained in a payroll environment however, is not essential. Contact centre or shared service experience from customer focused service delivery positions is transferable to this role.
- Proven high level written and verbal communication skills, including advising management on complex matters.
- Experience in establishing performance and development goals and objectives to maximise team performance and continuously improve operational efficiency.
- Ability for strategic, analytical, and innovative thought and action, and the ability to think laterally when analysing and identifying business solutions.
- Proven ability to successfully implement improvement initiatives and change management activities.
- Experience with analysing and managing resource requirements and developing resource plans to support the achievement of team and organisational objectives.
- Possess and promote a commitment to service excellence and the continuous improvement of service standards.
- Ability to develop and maintain positive working relationships with team members and identify and establish network links and relationships with key client stakeholders.
- Ability to effectively contribute to the sound management of financial budget outcomes
- Demonstrated experience in the application of the relevant legislation, policies and procedures, including Code of Ethics, EEO and cultural inclusion.
- An understanding of the legislative requirements of the *Work Health and Safety Act 2012*.
- An understanding of and ability to work/manage to the spirit and principles of AS ISO 31000:2018 Risk management – Guidelines.

Desirable Expertise

- Nil

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