

Role Information Statement

Finance and Payroll Officers

About our branch

Shared Services SA (SSSA) delivers essential payroll, finance, taxation and business system services that support South Australian Government agencies. By providing reliable services across payroll, accounts payable and receivable, taxation, financial accounting and work injury management, SSSA enables agencies to focus on delivering outcomes for the community. Working behind the scenes, SSSA is committed to providing timely, accurate and contemporary services, supported by strong customer service and a focus on quality.

What types of roles are available?

- **Payroll Officer – Adelaide CBD location**

Deliver accurate and timely payroll services for South Australian Government employees. The role involves processing payroll information in HR systems, maintaining accurate employee records, undertaking complex calculations and responding to enquiries. You will provide a high standard of customer service while working in a fast-paced, high volume environment.

- **Accounts Payable or Receivable (AP/AR) Officer– Port Adelaide location**

Responsible for delivering accurate and efficient AP/AR services in line with legislative and records management requirements. The role involves processing financial data across systems and manual tasks, identifying and correcting errors and ensuring work is completed accurately and on time. You will also provide professional and friendly customer service while managing competing priorities in a busy environment.

- **Customer Service Officer – Adelaide CBD & Port Adelaide locations**

Provide day to day support across payroll and financial services by responding to enquiries and providing reliable assistance. The role may involve working in a high volume helpdesk, finance or complex data entry environment, with a focus on clear communication, accurate information handling, use of multiple systems, and teamwork.

- **Taxation Officer – Port Adelaide location**

Support day to day taxation activities by preparing and processing information for GST, Payroll Tax and Fringe Benefits Tax (FBT). The role involves working with financial data, assisting with reconciliations and reports, responding to enquiries and maintaining accurate records. You will provide reliable and professional customer service in a team environment.

Responsibilities include:

Depending on the role and team, you may:

- Process payroll, financial and taxation transactions and complex calculations accurately and on time using systems and manual processes.
- Enter and update information across spreadsheets, systems and databases.
- Process invoices, receipting of revenue and support debtor management activities.
- Assist with payroll processing, including maintaining employee records.
- Prepare journals and review general ledger transactions to support GST, Payroll Tax and FBT compliance.
- Complete reconciliations, quality checks and follow up outstanding items.
- Maintain accurate and up to date records in line with legislation, policies and procedures.
- Carry out records management tasks, including scanning, filing and maintaining electronic and physical records.
- Process incoming and outgoing mail, both electronic and physical.
- Respond to enquiries by phone and email, providing clear advice and escalating issues when required.
- Work in a fast-paced and high-volume service environment supporting employees, agencies and stakeholders.
- Prepare emails, letters, reports and other documentation.
- Assist with reviewing and updating work instructions and procedures.
- Contribute to improving processes, efficiency and customer service.

Working relationships

Reporting to the Operational Team Leader (or as directed)

Key relationships include:

- Internal and external stakeholders
- Other government agencies

What you bring (essential criteria)

- Strong communication and interpersonal skills, including verbal, written, and numeracy capabilities, with a high level of attention to detail and accuracy.
- Ability to build and maintain effective working relationships with a diverse range of stakeholders and deliver high quality customer service.
- Experience managing competing priorities, meeting deadlines and working effectively in a busy, fast paced environment.

- Sound judgement and problem-solving skills, including the ability to analyse information in accordance with established policies and procedures and manage confidential or sensitive matters appropriately.
- A positive attitude, with a willingness to learn quickly and adapt to new systems, processes and a contribute to continuous improvement.
- Ability to work collaboratively within a team while also taking ownership of tasks and working independently when required.
- Proficiency in technology, including navigating multiple contemporary systems and Microsoft Office applications (Excel, Word, Outlook).
- Ability to identify and manage risks related to your role in line with the DTF Risk Management Framework.
- Commitment to operating in line with public sector values, including integrity, inclusion and workplace safety and in accordance with relevant legislation, policies and standards.

Additional capabilities (desirable)

It's not essential, but we'd love you to have:

- Previous experience in an administrative and/or customer service role.
- Experience in payroll or financial services.
- Knowledge of Accounts Payable/Receivable processes and general ledger transactions within a GST environment.
- Familiarity with financial systems (e.g. Masterpiece, Oracle, Basware or similar).

Special Conditions

To ensure we remain South Australia's trusted advisor, safeguarding our state's economy and protecting the people we serve, the successful candidate will be required to undergo relevant screening assessments in line with our Employment Screening Policy. These checks ensure we maintain the high standards of a world-class Treasury.

Please note: Screening requirements vary across Shared Services SA teams. Successful candidates will be required to obtain either a Nationally Coordinated Criminal History Check or a SAPOL Clearance, depending on the role they are appointed to.

Nationally Coordinated Criminal History Check

SAPOL Clearance

Other:

- Applicants must hold current Australian work eligibility (more than 12 months validity if on a Visa).