

## Position Description



### HR/Payroll Coordinator, 2022/2023 PD

**EA Level** Level 3.1 (2018 EA)

**Location** Brisbane / Cairns /  
Townsville

**Hours** 30 hours per week.

**Team** Corporate Services

**Supervisor** Chief Operating Officer

### Your position summary

This position is an integral member of the QC staff team responsible for the support of all staff members employed within the Queensland Council for LGBTI Health so that they are enabled to run programs, services and events to contribute to better outcomes for our Lesbian, Gay, Bisexual, Trans, Intersex, Sistergirl and Brotherboy communities in Queensland.

### Your team – Corporate Services

- **Contribution:** Our Corporate Services Team is the backbone of the organisation and our work to support our communities in Queensland. Its role is central to the broader QC team being able to achieve our goal of providing support to people wherever they are in their life journey.
- **Key strategies:** Our Corporate Services Team performs its roles efficiently and effectively during core office hours to ensure that we get the most out of our financial and human resources in a tight funding environment where the needs of our communities have rarely been as high. The team thinks strategically and with innovation to find ways to meet needs in a way that increases service delivery to as many communities as is possible.

### Your contribution

- **Internal Coordination:** Contribute to systems and practices for the flow of work and information between teams and organisational support services to assist in the delivery of work. This will include all Payroll and Human Resource functions to support team members to deliver services and supports in a way that centres their knowledge and experiences as a key asset of the organisation to do its work.

### Required skills for this position

This position requires a demonstrated track record in support to a diverse and multidisciplinary organisation and the ability to be a welcome first point of contact to our team members on a day to day basis. This is a new role in a

growing organisation, and so there will be a supported mentoring process undertaken with our Financial Controller who currently executes our Payroll and Human Resource functions.

- The ability to support an organisation through high level Human Resource and Payroll processes across multi-disciplinary teams, and organisational accreditation systems.
- The capacity to manage competing priorities with a workforce that is geographically dispersed with multiple office locations across the state in a role that combines coordination with practical on the ground delivery and support.
- Highly developed interpersonal, communication and negotiation skills and the ability to build and maintain good working relationships with key stakeholder including paid and unpaid staff, community partners, suppliers and other stakeholders.
- An understanding of and commitment to the role of peers in the delivery of services to our communities and to the values and principles of the organisation.
- Computing skills including competency in web based systems, Mac and PC based applications and remote working systems.
- High degree of Experience with Xero or similar systems, and End-to-End Payroll functions and employee supports including EAPs.

### **Position key duties**

This position oversees the following key duties and responsibilities:

- Educates and supports managers and employees regarding QC's performance management policy and process
- Preparing and maintaining an annual schedule of quarterly all staff training sessions, and providing support to managers and employees regarding individual staff training priorities.
- Assist in the processing and investigation of corrective actions and Performance Improvement Plans as required
- Preparing and maintaining various human resources records, including employee files, ensuring accuracy, compliance and confidentiality of information
- Assisting in the recruiting process and the attraction and retention of experts in our field of work
- Driving process excellence by continuously looking for opportunities to operate more efficiently and effectively
- Handling and supporting additional projects as needed
- Key HR point of contact for providing HR reports on a monthly basis and liaising with our EAP.
- Liaise with the Financial Controller to trouble shoot and solve issues involving Payroll
  - Ensuring all payroll transactions are processed efficiently
  - Collecting, calculating, and entering data in order to maintain and update payroll information
  - Compiling summaries of earnings, taxes, deductions, leave, and reporting on this
  - Resolving payroll discrepancies
  - Maintaining payroll operations by following policies and procedures
  - Developing ad hoc financial and operational reporting as needed

### **Reporting Relationships**

Supervisor: Chief Operating Officer

Supervisory Positions: Nil

Other key relationships: Whole organisation; Financial Controller

## **Working from Home**

This position allows for a mixture of home based and office-based hours.

## **Contribution to QC values and culture**

Our work is always informed by the evidence, and at the centre of what we do are the voices of community.

We also utilise the Rainbow Tick Principles and Practice Standards to guide our work, and use this Framework to facilitate genuine Lesbian, Gay, Bisexual, Trans, Intersex, Sistergirl and Brotherboy inclusion and continuous innovation and quality improvement amongst staff and other parts of the organisation. Demonstrating inclusion and meeting the Practice Standards in our own work is a key deliverable for all staff positions.

The Queensland Council for LGBTI Health is also committed to walking alongside Aboriginal and Torres Strait Islander peoples to build stronger relationships, cultural autonomy, understanding and recognition of the history, cultures and diversity that make up Australian First Nations peoples.

This position contributes to QC's values and culture in the following ways:

- This position ensures our work is informed by community voices and perspectives through the following actions:
  - Continually reviewing and re-orienting organisational processes to ensure that they allow us to hear the perspectives of communities, and to ensure that organisational actions meet the developing needs of the communities we service
  - Developing and implementing processes to encourage feedback from community members on how QC's service delivery can be improved
  - Supporting the organisation to consult community members on issues facing LGBTIQ+ Sistergirl and Brotherboy communities
- This position demonstrates commitment to walking alongside Aboriginal and Torres Strait Islander peoples through the following actions:
  - Acknowledging and paying our respects to the Traditional Custodians of the regions in which we live and operate, in both professional and personal settings.
  - Demonstrating how the actions of a single person or organisation can challenge the ongoing impacts of racism and colonization within Australia
  - Consulting with Aboriginal and Torres Strait Islander peoples on issues affecting the communities that we service, and those issues that affect the broader healthcare sector. By listening to their voices, we can learn and develop solutions targeted toward individuals and communities.
  - Respectfully speaking out when we witness injustices toward Aboriginal and Torres Strait Islander people and communities.
- This position supports genuine Lesbian, Gay, Bisexual, Trans, Intersex, Sistergirl and Brotherboy inclusion and continuous innovation and quality improvement through the following actions:
  - Supporting the organisation to consult with LGBTI+ Sistergirl and Brotherboy people when developing and amending the services we deliver
  - Consulting with people of diverse backgrounds, and using their advice to support and equip staff to do things that change lives.
  - Setting up and implementing systems and being face of system to make people understand the organisation's expectations and culture.

- Respectfully speaking out when we witness injustices toward LGBTI+ Sistergirl and Brotherboy people and communities

### **Values Underpinning**

The position contributes to our values through:

**Transparency:** We share a passionate commitment to integrity, authenticity and transparency through ethical and purposeful ways of working. The Human Resources and Payroll Coordinator is responsible for assisting in the development and implementation of organisational Human Resource processes, and these values will be an integral factor in designing operational standards.

**Innovation:** We facilitate change through innovation and leadership, always questioning and testing the way we work. The developing needs of our communities should continually be reviewed to ensure the organisation's goal aligns with those of our communities. The Human Resources and Payroll Coordinator holds a key role in developing processes that ensure our goals align with the needs of our communities.

**Respect:** We value our communities and people's individuality and self-determination by honouring them as experts in their own lives. We acknowledge our positions of power or privilege when working within our communities and will elevate their voices whenever and wherever we can. The Human Resources and Payroll Coordinator should work to facilitate the inclusion of all peoples' identities across all aspects of the organisation's service delivery.

**Collaboration:** We practise with compassion to develop connections which give rise to opportunities for consultation, that enrich our work and our relationships with each other and the communities that we serve.

### **Applying for this role**

All applications must be received by 5pm, Friday 3<sup>rd</sup> February, 2023. No late applications will be accepted.

### **The Selection Process**

The selection process will be conducted with the support of a selection panel who will be responsible for processes which may include considering applications, short listing, conducting selection techniques applicable to the selection criteria, and referee checks.

The selection process includes:

- Acknowledgement of all applications received for the advertised position.
- Consideration of all applications against the key employment criteria for the position.
- Short-listing of applications that demonstrate sufficient merit to warrant further consideration.
- Further selection techniques will be conducted with short-listed applicants. The selection techniques will include online interviews and may include work samples.
- Referee checks for candidates rated highest by the selection panel.
- Recommendation for appointment made and confirmed.
- Advice to unsuccessful applicants and feedback to applicants upon request.

## Your Application

For your application to be considered you need include the following:

1. A COVER LETTER that describes your knowledge, skills, experience and qualifications relevant to each of the following sections: **Your team; Your contribution; What we are looking for.** Please remember to keep this brief (maximum two pages).
2. A CURRICULUM VITAE (OR RÉSUMÉ) that provides a summary of your work experience and professional education and training. Include where you have worked, positions you held, period of employment and brief details of duties and responsibilities.
3. A RESPONSE TO THE **POSITION KEY DUTIES AND REQUIRED SKILLS FOR THIS POSITION** outlining your experience, skills and knowledge that relate to this position. Please keep this brief (maximum of two pages).
4. REFEREE CONTACT DETAILS - the names, positions and telephone contact numbers for at least three work-related referees. These should be people who can comment on your ability to perform the role for which you are applying. It is best to include recent supervisors. While it is not compulsory to provide current/most recent employer referees at this stage, final appointments will not be confirmed until a referee report has been obtained from your current or most recent employer.

## Submitting an Application

Please forward applications to Rebecca Reynolds, CEO via email at [rreynolds@gc.org.au](mailto:rreynolds@gc.org.au) or via post to PO Box 1372, Eagle Farm DC Qld 4009.

All applications must be received by 5pm, Friday 3<sup>rd</sup> February 2023. No late applications will be accepted.

Applications will not be considered unless the Key Employment Criteria has been clearly and fully addressed.

## Further Details

For further information or questions about the position, please contact Rebecca Reynolds on [rreynolds@gc.org.au](mailto:rreynolds@gc.org.au) or 0422 156 490

## Key Employment Criteria

The Queensland Council for LGBTI Health promotes Equal Employment Opportunity. All selection is based on proven experience, qualifications and/or training and the person's potential to undertake the responsibilities of the position most efficiently. We will not discriminate against applicants on any grounds not relevant in determining the best person for the position.

The key employment criteria describes the knowledge, abilities, lived experience and qualifications required for the advertised position. This is the set of qualities of the ideal appointee to the position. Most often, the successful applicant is someone who rates high in at least half of the key employment criteria and does not rate low in any key employment criterion.

We also utilise the Human Services Quality Framework, Rainbow Tick & Yellow Tick Principles and Practice Standards to guide our work, and use these Frameworks to facilitate Lesbian, Gay, Bisexual, Trans, Intersex, Sistergirl and Brotherboy inclusion and continuous innovation and quality improvement amongst staff and other parts of the organisation. Demonstrating inclusion and meeting these Practice Standards in their own work is a key deliverable for all staff roles.

The Queensland Council for LGBTI Health is also committed to walking alongside Aboriginal and Torres Strait Islander peoples to build stronger relationships, cultural autonomy, understanding and recognition of the history, cultures and diversity that make up Australian First Nations peoples.

Other Requirements:

- Work outside normal business hours may be required.
- Current Drivers Licence.
- Inter/Intra state travel may be required.
- Eligibility for a Blue Card from the Commission for Children and Young People and Child Guardian and successful Police Check.