

POSITION DESCRIPTION – General Staff For levels 6/7 and above

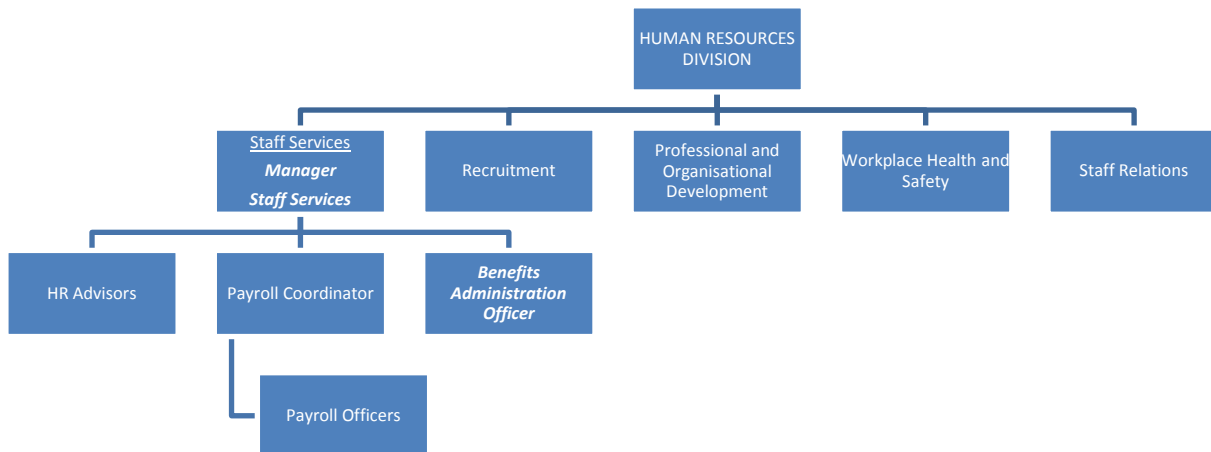
Position Title: Benefits Administration Officer Level: 6/7
 Division: Human Resources Division Department: Staff Services

Primary purpose of the position:

In this role you will provide comprehensive client service for superannuation and salary packaging, including the timely and accurate submission of information and contributions to superannuation funds and the University’s salary packaging provider. You will also provide backup support for the Payroll Coordinator (as required).

Position Environment:

The Human Resources Division provides professional solutions-based HR services to facilitate the achievement of the University’s strategic goals. The Division is committed to quality client services to line managers and staff across the university through its 5 key business units.



The role of Benefits Administration Officer reports to the Manager Staff Services, working closely with both Payroll and HR Advisory teams to ensure the objectives of the department are met.

The Benefits Administration Officer is responsible for the administration of the University’s superannuation and salary packaging schemes, including responding to enquiries, contribution processing and providing accurate information to superannuation funds and our salary packaging provider. This role is also backup support to the Payroll Coordinator in running the fortnightly pay, as required (during periods when the Payroll Coordinator is on leave or working on project activities).

The University’s default superannuation fund is UniSuper. The University manages member information and contributions for UniSuper, and is measured on a six-monthly basis against administration performance criteria, receiving a service performance fee.

Additionally, the University contributes to State Super schemes and offers Choice of Fund to all staff. The University also offers salary packaging, utilising NLC for novated motor vehicle leases.

Major Accountabilities/Responsibilities:

Responsibilities	Outcome	% of role
<u>Superannuation</u>		
Keep up to date with rulings and practices in relation to superannuation and salary packaging.	Brief and provide guidance to management on matters pertaining to superannuation administration, entitlements, fund rules and salary packaging.	70%
Provide confidential benefit and superannuation membership information to staff.	Customer queries responded to in timely manner, maintaining high levels of customer satisfaction.	
Regular monitoring and review of processes to ensure data integrity.	Identification, development and implementation of improved processes.	
Assist in the development, documentation and implementation of best practice procedures for management and administration of superannuation.	Implementation of effective and efficient procedures and processes for superannuation management.	
Communicate and coordinate onsite seminars/visits by UniSuper and State Super Advisors.	Completion of schedule of onsite seminars and individual consultations for fund members.	
Prepare and reconcile superannuation contributions.	Maintenance of accurate information on HR/Payroll and superannuation systems.	
Reconciliation of internal finance accounts and fund remittances, reporting.	Timely reconciliation of internal finance accounts and remittances, and associated reporting.	
Resolution of complex errors on UniSuper report.	Achievement of maximum administration fees from UniSuper.	
<u>Acting Payroll Coordinator</u>		
Processing and disbursement of pay (providing backup for Payroll Coordinator during periods of leave and as required) <ul style="list-style-type: none"> • Activation and completion of fortnightly pay run cycle • Management of investigation and correction of payroll related issues • Liaison with Finance Services in relation to system interface and finance process requirements • Liaison with ATO and external agencies 	Management of the pay run cycle.	20%
Participation in HR Project activities as required	Completion of project related tasks in as per project plan	10%
Testing of payroll and superannuation systems, including upgrade testing (Alesco and UniSuper Supergate)	Completion of and feedback on functionality testing plan requirements as required	Ongoing

Observe principles and practices of Equal Employment Opportunity	To ensure fair treatment in the workplace	Ongoing
WH&S responsibilities, accountabilities and authorities as outlined in the http://staff.uow.edu.au/ohs/commitment/responsibilities/ document	To ensure a safe working environment for self and others.	Ongoing

Reporting Relationships:

Position Reports to:	Manager Staff Services
The position supervises the following positions:	Payroll Officers (whilst Acting Payroll Coordinator)
Other Key Contacts:	HR Advisors, Payroll Officers, Payroll Coordinator

Key Relationships:

Contact/Organisation	Purpose of contact
UniSuper	UniSuper administration
NLC	UOW salary packaging provider
State Superannuation	UOW membership accounts
Other Super Funds (COF)	Remittance of UOW member contributions

SELECTION CRITERIA - Knowledge & Skills:

Essential:

- Experience in HRIS
- High level Microsoft Office skills
- Superior customer service skills
- Demonstrated experience in investigating, interpreting and resolving complex superannuation and/or payroll enquiries on behalf of staff and management
- Ability to maintain high levels of accuracy when working to non-negotiable deadlines

Desirable:

- Experience in using the Alseco HRIS
- Experience in running a large payroll (backup)
- A knowledge of payroll, superannuation and taxation legislation

SELECTION CRITERIA - Education & Experience:

Desirable:

- Completed or studying HR, Payroll, and/or Superannuation related qualifications (or qualifications and experience deemed equivalent).

Personal Attributes:

- A commitment to professionalism and superior customer service
- Well developed interpersonal skills including the ability to establish and sustain highly effective working relationships at all levels
- Able to operate as part of a team, but also independently when required
- A capacity to work under pressure
- An aptitude for problem solving
- High level attention to detail
- Ability to take ownership of complex problems and see them through to completion.