

POSITION DESCRIPTION

POSITION:	People & Payroll Advisor
REPORTS TO:	Head of People & Culture
DIRECT REPORTS:	0
BLUE KNOT VALUES:	We lead with hope With empathy, compassion and understanding, we advocate for and support people to heal and recover from complex trauma We uphold integrity As individuals and teams, we are accountable, transparent and inclusive; always delivering quality and excellence. We drive change As innovative thought leaders, we build trauma-informed communities to transform the lives of people affected by complex trauma.

ABOUT THE ROLE:

In this pivotal people and payroll adviser role, you will work closely with the Head of People & Culture and another team member to deliver responsive, compliant, and high-quality People & Culture services across the organisation.

You will receive and respond to People & Culture enquiries, providing timely, accurate, and practical advice, while recognising when matters require consultation or escalation in accordance with delegated authority. With a strong focus on employment and payroll legislation and SCHADS Award interpretation, this role has responsibility for delivering a range of key operational processes, including payroll, salary packaging, and portable long service leave coordination and reporting across multiple jurisdictions.

As a member of the People & Culture team, this role will also contribute to operational and strategic People & Culture projects, supporting process improvements and initiatives that enhance our ability to fulfil our organisational purpose, including the ongoing implementation and optimisation of our HRIS (ELMO).

KEY RESPONSIBILITIES

The below is an outline but non-exhaustive list of responsibilities.

1. People & Culture Advisory & Operations

- Maintain contemporary knowledge of the SCHADS Award, National Employment Standards (NES) and relevant employment legislation, applying this knowledge to provide accurate practical advice and support.
- Contribute specialist knowledge by proactively working with team members to ensure People & Culture activities are compliant with legislative, award and organisational requirements, thereby reducing organisational risk.
- Work collaboratively within a small team, contributing to shared outcomes and supporting team deliverables. This will include continuous improvement of documentation and systems and provision of cross-functional support during planned and unplanned team absences.

2. Payroll & Compliance

- Ensure compliant payroll and superannuation. Responsibilities include but are not limited to preparation, validation, reconciliation and approvals in partnership with the external payroll provider.
- Ensure consistent accuracy of employment conditions, pay classifications, and entitlements.
- Monitor and actively support organisational compliance with employment legislation and award obligations and manage identified risks promptly and proactively.
- Support internal and external audits as required.

3. Salary Packaging

- Coordinate salary packaging processes and manage provider relationships, where applicable.
- Provide clear and accurate guidance to staff on salary packaging options and requirements.

4. Long Service Leave (LSL)

- Responsible for the accurate quarterly reporting and compliance obligations for Community Services portable long service leave schemes across relevant Australian jurisdictions.
- Ensure accurate leave accrual, data capture, reconciliation, timely submission, and management of all Blue Knot's long service leave obligations across Australia internally and with relevant external authorities.

5. HR Systems & Data

- Maintain accurate and reliable People & Culture data and generate reports to

support decision-making.

- Identify opportunities to improve system functionality and user experience.
- Maintain data integrity and compliance across HR systems; currently rostering (Deputy), payroll (Xero) and HRIS (ELMO).

6. Projects & Continuous Improvement

- Contribute to operational and strategic People & Culture projects, supporting process improvements and initiatives that enhance service delivery.
- Support initiatives that strengthen employee experience and organisational capability.

7. Quality, Compliance & Professional Practice

- Comply with information management, risk management, quality and privacy policies.
- Uphold Blue Knot's commitment to trauma informed practice, data ethics, confidentiality, and governance standards.
- Maintain professionalism, discretion, resilience and sound judgement when managing sensitive information and competing priorities.
- Ensure safe, high-quality service delivery in line with People & Culture and other Blue Knot Governance Frameworks.

8. Teamwork

- Proactively develop trusted relationships with Blue Knot staff.
- Foster a respectful, supportive, and safe working environment
- Contribute to a culture of reflective practice with participative engagement in cross-team discussions and meetings.
- Open to giving and receiving constructive feedback to support personal, team and organisational growth.
- Work in a collegial manner with Blue Knot staff supporting broader responsibilities during periods of high demand and leave.

9. Professional Development

- Participate in team meetings as a mandatory requirement, and staff meetings, as appropriate.
- Attend professional development activities and training to maintain required knowledge and enhance capability as required.

QUALIFICATIONS AND EXPERIENCE

- Demonstrated experience in a People & Culture Adviser, Generalist or equivalent role, with responsibility for payroll and employment compliance.
- Strong working knowledge of the SCHADS Award, National Employment Standards (NES), and Australian employment legislation.
- Proven experience in payroll coordination and compliance across multiple payrolls, including complicated reconciliation of leave and timesheets against rostering and contract. Experience using Xero and Deputy will be advantageous.
- Experience supporting or managing PBI salary packaging arrangements.
- High attention to detail with a strong focus on accuracy and compliance.
- Demonstrated ability to work collaboratively within a small People & Culture team, taking accountability for assigned responsibilities while exercising sound professional judgement and recognising when consultation or escalation is appropriate.
- High level of discretion and the ability to handle sensitive and confidential information appropriately.
- Strong organisational skills with the ability to manage competing priorities and meet deadlines.
- Proactive, organised and solutions-focused, with a commitment to continuous improvement.
- Strong analytical, problem-solving, and communication skills.
- Advanced computer skills competency in Microsoft 365 including SharePoint, Microsoft Office including Word, Excel, Outlook plus HRIS. We currently use ELMO.
- Demonstrated ability to work collaboratively with leaders and teams across the organisation, balancing competing priorities while maintaining legislative compliance and constructive working relationships.

COMPETENCIES

- **Attention to Detail:** Always ensures accuracy and consistency, especially within documentation and reporting.
- **Communication:** Exhibits clear, timely & professional communication with internal and external stakeholders, utilising a collaborative and agile approach to assist decision-making, support engagement and enable productivity. Maintains required confidentiality.
- **Motivation:** Consistently demonstrates drive and motivation, an ability to self-reflect on feedback, acknowledge contributions from others, and a commitment

to learning.

- **Organisational Understanding:** Understands organisational strategy, priorities, and objectives and consistently reflects the Blue Knot Values and Code of Conduct.
- **Professional Judgement & Initiative:** Applies sound professional judgement, anticipates needs, identifies opportunities for improvement, and resolves issues within delegated authority while consulting or escalating where appropriate.
- **Time Management:** Efficiently prioritises tasks and delivers high-quality work within deadlines.

AVAILABILITY

- This role is part time across three days per week; currently Monday, Tuesday and Thursday 9am to 5pm, with willingness to work flexibly as may be required by the organisation from time to time to deliver role requirements.
- Currently home-based as we are a remote first work environment, with a requirement to attend meetings and workshops in currently North Sydney or at other locations as required.

OTHER REQUIREMENTS

- WH&S compliant and ergonomically safe dedicated home office with reliable NBN 50+ internet speed.
- Current Police Check and Working with Children Check clearances maintained for duration of employment.
- Adaptability and flexibility, as this role and underlying processes, responsibilities and expectations may change and develop in line with business needs.

Job Demands Checklist (Pre-Employment)

Job Title

People & Payroll Adviser

Purpose

This checklist outlines the inherent requirements and key demands of the above job role.

This document will be required to be reviewed by candidates at time of commencing recruitment.

The [Candidate Completion Section](#) is to be completed by the applicable candidate at time of offer to confirm awareness of the role demands and to clarify any reasonable adjustments that may be required to support fulfillment.

This information is not used to exclude candidates, but to support transparency and safety. It will be considered alongside reasonable adjustment obligations.

It may also be used to provide information about the position to a health professional for the purpose of conducting a pre-employment medical, or to support a return-to-work program following a workplace incident, or other relevant governance protocol.

Candidate Instruction

Please review the frequency of the role demands below (do not amend).

1. Physical & Ergonomic Demands (Remote Work Context)

Task	Rarely	Occasional	Frequent	Constant
Percentage performed per day (average)	(1–5%)	(6–33%)	(34–66%)	(67–100%)
Prolonged sitting/standing (sedentary work)	☐	☐	☐	✓
Screen-based work (computer use)	☐	☐	☐	✓

Task	Rarely	Occasional	Frequent	Constant
Percentage performed per day (average)	(1–5%)	(6–33%)	(34–66%)	(67–100%)
Repetitive hand/wrist movements (typing, mouse)	☐	☐	☐	✓
Use of headset / phone / video equipment	☐	☐	✓	☐
Maintaining correct ergonomic posture (desk, chair, screen setup, etc.)	☐	☐	☐	✓

2. Sensory & Cognitive Demands

Task	Rarely	Occasional	Frequent	Constant
Percentage performed per day (average)	(1–5%)	(6–33%)	(34–66%)	(67–100%)
Visual concentration (screen reading, documentation)	☐	☐	☐	✓
Hearing (phone, video, online communication)	☐	☐	✓	☐
Speaking (phone, video, online communication)	☐	☐	✓	☐
Sustained concentration / attention	☐	☐	☐	✓
Multitasking / task switching	☐	☐	✓	☐
Processing complex or sensitive information	☐	☐	☐	✓

Task	Rarely	Occasional	Frequent	Constant
Percentage performed per day (average)	(1–5%)	(6–33%)	(34–66%)	(67–100%)
Decision-making under time pressure	☐	☐	☐	✓

3. Psychosocial Demands

Task	Rarely	Occasional	Frequent	Constant
Percentage performed per day (average)	(1–5%)	(6–33%)	(34–66%)	(67–100%)
Exposure to distressed people (e.g. crisis, grief, trauma impacts)	✓	☐	☐	☐
Exposure to traumatic, distressing or emotionally challenging content (hearing, reading or viewing)	✓	☐	☐	☐
Managing risk situations with persons that may demonstrate unpredictable behaviours.	☐	✓	☐	☐
Emotional labour (supporting others while regulating own emotional responses)	☐	✓	☐	☐

4. Remote Work Demands

Task	Rarely	Occasional	Frequent	Constant
Percentage performed per day (average)	(1–5%)	(6–33%)	(34–66%)	(67–100%)
Working remotely without immediate in-person support (virtual)	☐	☐	☐	✓

Task	Rarely	Occasional	Frequent	Constant
Percentage performed per day (average)	(1–5%)	(6–33%)	(34–66%)	(67–100%)
Limited informal peer interaction	☐	☐	☐	✓
Debriefing, supervision and escalation pathways delivered virtually	☐	☐	☐	✓
Managing boundaries between work and home	☐	☐	☐	✓
Debriefing access after critical incidents is prioritised over noncritical incidents	☐	☐	☐	✓

5. Work Environment (Home-Based)

Task	Rarely	Occasional	Frequent	Constant
Percentage performed per day (average)	(1–5%)	(6–33%)	(34–66%)	(67–100%)
Maintaining privacy and confidentiality	☐	☐	☐	✓
WH&S safe & ergonomically compliant workspace setup (lighting, space, desk, chair, etc.)	☐	☐	☐	✓
Use of multiple digital systems/platforms	☐	☐	☐	✓
Reliance on stable internet and connectivity	☐	☐	☐	✓

7. Supports, Supervision & Safety Measures Provided

Control Area	Yes	No
Ergonomic self-assessment	✓	☐
Supervision provided (clinical roles)	☐	✓
Remote team and 1:1 manager meeting cadence	✓	☐
Access to debriefing / critical incident support (clinical roles)	☐	✓
Escalation pathways for core risk situations notified	✓	☐
Access to wellbeing supports (EAP or equivalent)	✓	☐

Candidate Completion Section

1. Reasonable Adjustments

Do you require any adjustments to safely fulfil the inherent requirements of this role?

☐ No	☐ Yes (please specify below)

2. Acknowledgement

Privacy

Information collected will be handled in accordance with privacy legislation and HR governance responsibilities.

Candidate statement: I have reviewed the inherent requirements of the role and understand the key demands and the terms of this document. My signature below is my acknowledgement of this, and that I have listed any reasonable adjustments that would enable me to undertake the role.

Candidate Name:

Candidate Signature:

Signature Date: |