



Position Description – Payment Assurance Coordinator

Position Details

Position Title: Payment Assurance Coordinator

College/Portfolio: People & Culture **School/Group:** People Services

Campus Location: Primarily based at CBD campus, and the potential to work across other RMIT campuses as required.

Classification: HEW 8 **Time Fraction:** 1:0

Employment Type: Fixed Term – 12 months

Fixed Term Reason: Specific Task or Project

Reporting Line: Program Manager, Payroll Assurance

No. of Direct reports: NIL

RMIT University

RMIT is a global university of technology, design and enterprise, committed to creating transformative experiences for students and making a meaningful impact through research, innovation, and engagement. For more information on RMIT University follow the links below.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

<https://www.rmit.edu.au/about/facts-figures>

Our campuses in Melbourne (City, Brunswick, Bundoora, and Point Cook) are complemented by international campuses in Vietnam and a centre in Barcelona, Spain. We proudly acknowledge the Woi Wurrung and Boon Wurrung peoples of the eastern Kulin Nation on whose unceded lands our campuses are located.

We are deeply committed to reconciliation and Indigenous self-determination, embedding these values throughout our policies, culture and structures.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

Why Join RMIT?

Our people are at the heart of everything we do. At RMIT, we value innovation, collaboration and impact. Our values are the heart (durrung) of who we are and what we stand for at RMIT. They guide what we do, how we make decisions, and how we treat each other.



Inclusion Imagination Integrity Courage Passion Impact

Learn more about our values: <https://www.rmit.edu.au/about/our-strategy/values>

Organisational Accountabilities

RMIT is committed to the safety, wellbeing and inclusion of all staff and students. As a staff member, you are expected to comply with all relevant legislation and RMIT policies, including those related to: Equal opportunity, Occupational health and safety, Privacy and trade practices & Child safety standards:

Appointees are responsible for completing all required training and ensuring that they and their team members remain up to date on relevant compliance obligations.

Staff are expected to understand and support RMIT's child safe practices as part of their professional responsibilities. More about our child safety commitment: <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

Leadership at RMIT

At RMIT, leadership is not defined by position or hierarchy—it is a shared responsibility demonstrated by all staff, regardless of role or title. Leadership is grounded in our six core values, which guide and shape how we work together, make decisions, and create impact.

Effective leadership means consistently integrating these values into everyday actions and interactions, whether influencing a project outcome, supporting a colleague, or leading a team. All staff are expected to embody the principles of the *Be-Know-Do* Leadership Model:

Be – We are open and authentic, inclusive and empowering. We are purpose driven role models and communicators.

Know – We are self-aware, and understand our stakeholders, our sector and priorities.

Do – We set clear direction and expectations, we develop ourselves and others and promote mutual accountability to deliver results.

At every level, leadership at RMIT is about influence, contribution, and mindset. It is reflected in how we empower others, foster collaboration, and drive positive change through capability-building and alignment to strategic goals.

College/Portfolio/Group

The People & Culture (P&C) Portfolio is comprised of a team of strategic HR professionals who provide outstanding, client focused, proactive and effective solutions and services for all RMIT employees. Our success is achieved by understanding our business and operating as a business partner to our clients. We deliver responsive, innovative and practical solutions and services that allow the University to enter the Future of Work.

The P&C portfolio operate in a manner that supports the RMIT values and achievement of the RMIT Strategy. By providing tailored, quality human resources services and products and ensuring a high level of expert support and advice, the P&C team will enhance College/Portfolio and Groups ability to meet their business objectives. This in turn will allow the University workforce to better support the current and future student population at the University.

Position Summary

The Payment Assurance Coordinator joins the Payment Assurance project team in providing specialist compliance assurance support to enable accurate, compliant payroll payments aligned with Australian legislation, RMIT Enterprise Agreements, and University policies. It supports payroll risk management and continuous improvement by working collaboratively with Schools and Colleges, Payroll, HR Operations and the broader People & Culture teams to uphold strong governance and protect employee entitlements.

The role supports payment-related projects by assisting with root cause analysis and identifying process and control improvement opportunities. It contributes to the development of compliance frameworks and participates in remediation activities. The role also supports complex payroll matters, including audit responses and regulatory reporting, to help ensure accurate and compliant payroll operations.

Key Accountabilities

- Monitor and coordinate detective reporting reviews by conducting quantitative and qualitative examinations and working closely with operational and academic teams to conduct root cause analysis investigations.
- Engage with relevant teams to remedy identified matters in a timely manner, keeping parties informed and maintaining comprehensive records.
- Champion service excellence and best practice, articulating recommendations for continuous improvement to relevant working groups and parties.
- Support new and improved ways of working by providing expert advice, training, information, and guidance to staff on payroll and time & attendance compliance.
- Assist with the project delivery of payroll and time & attendance initiatives.
- Work with the broader Payment Compliance team to respond to reviews and audit activities with regulators and internal stakeholders.

Key Selection Criteria

- Demonstrated project coordinator or human resource/payroll operations experience with significant involvement in payroll and time & attendance activities in a dynamic large-scale organisation.
- Strong working knowledge of:
 - Fair Work Act 2009 and Fair Work Awards
 - Payroll regulations in Australia including knowledge of Awards, Agreements and interpretation.
 - Superannuation Guarantee (SG) obligations
 - Strong payroll knowledge including PAYG withholding, ATO reporting and Single Touch Payroll, Payroll tax requirements and a sound understanding of leave entitlements
 - End-to-end processes of scheduling, time & attendance and payroll activities
- Exhibit advanced investigative and analytical skills with an emphasis on remediation and root cause analysis
- Experience in driving service excellence and continuous improvement in payroll and key business processes and systems.
- Experience coordinating multiple streams of work concurrently, balancing priorities and delivering to deadlines. Ability to affect change and influence business stakeholders to change behaviours and build rapport with university stakeholders to influence best practice
- Demonstrated ability to apply discretion, sensitivity and professionalism, and maintain strict confidentiality.
- Demonstrated ability to follow solutions through to completion, coupled with a high level of attention to detail.
- Strong interpersonal, communication, presentation skills and influence skills, and the capacity to work effectively with internal and external groups and individuals.
- Knowledge of Workday is desirable.
- Proficiency in Excel at an intermediate level

Qualifications

Higher Education Qualifications in Human Resources or Australian Payroll Services and/or experience in a similar role.

Working with Children Check

Appointment to this position is subject to holding a valid Victorian Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.