

Role description

Payroll Business Change and Communication Analyst

Status	Temporary full time up till 13/07/2025.	Job ad reference	QLD/575822
Branch and Division	Development & Improvement, Payroll Transactional Services, Corporate Enterprise Services.	Contact details	Christopher Powell 0402 360 373
Classification	AO5	Salary range	\$3,928.50 - \$4,274.40 per fortnight plus superannuation
Location	Flexible	Closing date	16 July 2024

Your opportunity

The Department of Health (the Department) has a diverse set of responsibilities, and a common purpose of providing highly effective health system leadership. The Department is responsible for the overall strategic leadership and direction of the public health system in Queensland. We strongly believe in the need to work with people that value the goals of our organisation and who will thrive in our workplace.

About Corporate Enterprise Solutions

Our focus is to provide solutions and services that support Queensland Health's Enterprise Corporate Applications and supporting payroll transactional processes. This application suite includes the largest integrated rostering and SAP payroll solution in the public sector and the SAP S/4HANA financial procurement and supply chain and materials management, asset acquisition and management and project systems and management environment (S/4HANA solution).

Our commitment to our customers is to:

- Provide a statewide processing service to Hospital and Health Services and the Department of Health.
- Deliver and enhance workforce management, payroll and S/4HANA solutions.
- Provide services that are accountable and financially responsible.
- Continually review and improve services to meet customer needs.

Our values

Our values are those of the Queensland public service



Customers First



Ideas into action



Unleash potential



Be courageous



Empower people

These five values underpin behaviours that will support and enable better ways of working and result in better outcomes for Queenslanders.

About the role

Purpose

The Payroll Business Change and Communications Analyst is responsible for analysing and communicating the impact of changes to the Queensland Health HR/Payroll Solution, working collaboratively with various technical and business teams within Corporate Enterprise Solutions and the Department of Health.

Your key responsibilities

- Adhere to defined service quality standards, health and safety policies and procedures relating to the work being undertaken to ensure high quality, safe services and workplaces.
- Analyse requests for change (RFC) scheduled for system releases within the Queensland Health HR/Payroll Solution in collaboration with the technical teams in Corporate Technology Services (CTS).
- Undertake the analysis of business process, development of communications and training and documentation to ensure processes and procedures are met as a result of system implementations.
- Represent Payroll Transactional Services in discussions with key stakeholders to review, manage and identify issues, risks and impacts from process, system and legislative changes, fostering alignment between technical and business process changes.
- Design and design and develop innovative, engaging and effective eLearning and communication artefacts in relation to technical and business process changes.
- Identify and report on risks and issues relating to proposed system and business process changes when reviewing business requirements and functional specifications.

Reporting/work relationships

- The position reports to the Payroll Team Lead, Development and Improvement.

Mandatory qualifications, registrations and other requirements

- While not mandatory, a relevant qualification would be well regarded.
- Experience with SAP (HR/Payroll) and/or Workbrain would be well regarded.
- Experience in change and release management would be highly regarded.

Role fit

In this role you will be valued for your knowledge and skills and you will deliver outcomes through self-management, sometimes with guidance from leadership.

The essential requirements for this role are:

- Demonstrated analytical, conceptual and problem-solving skills and a proven ability to work in a team environment, developing effective working relationships with team members.
- Demonstrated experience in understanding the impact of system and business process to targeted stakeholder groups and the associated business process change activities to accommodate system implementations.
- Demonstrated ability to undertake current and future state analysis of complex payroll transactional processes within an integrated solution.
- Demonstrated ability to design and develop innovative, engaging and effective eLearning and communication artefacts.
- High level consultation, negotiation, facilitation and communication skills and the ability to apply these in delivering system release communication and change activities to geographically dispersed stakeholders.

Behavioural Competencies Required

We are all leaders in the Department of Health, regardless of role or classification level. The department is committed to leadership at all levels of our organisation, in this role you will be required to display the following leadership behaviours:

- Demonstrated experience in consultation, facilitation, communication skills both written and verbal for use in a complex and customer focused environment.
- Knowledge of, or ability to rapidly acquire an understanding of project management methodologies to develop, deliver and evaluate change management initiatives.
- High level communication, interpersonal and problem-solving skills including consultation and negotiation with a diverse range of stakeholders.
- Broad experience in payroll and rostering workflow / processes and systems particularly in a health context.

How to apply

Please provide the following information to the panel to assess your suitability:

- A short-written response (maximum 1 page) on how your experience, abilities, knowledge and personal qualities would enable you to achieve the key responsibilities and meet the skill requirements of the role.
- Your current CV or resume, including two referees who have a thorough knowledge of your capabilities, work performance and conduct within the previous two years. It is preferable to include your current, immediate or past supervisor.
- Late applications cannot be submitted online. For a late application to be considered, please arrange approval and submission via the contact person.
- Applications will remain current for 12 months or for the duration of the vacancy. Future vacancies of a temporary, full time and part time nature may also be filled through this recruitment process.
- Only those persons eligible to work in Australia may be employed by Queensland Health. Prospective employees are required to provide proof of identity and documentary evidence of their right to work in Australia.

Additional information

Discover more about working at the Department [here](#). Of note:

- The information you provide as an applicant is used in adherence with the *Information Privacy Act 2009*
- All roles within the Department are subject to employment screening.
- The nominated applicant will be required to disclose any serious disciplinary action taken against them in the Queensland public sector.
- To be appointed permanently, you must be an Australian citizen, have permanent residency status or have a visa permitting you to work permanently in Australia. For temporary appointments, you must have a visa permitting you to work for the length of the temporary appointment.
- The Department aims to maintain a safe, healthy and secure work environment for all employees, clients, visitors and contractors. Achieving this aim is the responsibility of all.
- Applicants may be required to disclose any pre-existing injury or medical condition of which they suspect would be aggravated by performing the role. Details are available in section 571 of the Workers' Compensation and Rehabilitation Act 2003 (<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2003-027#ch.14-pt.1-div.1>)
- We are committed to building inclusive cultures in the Queensland public sector that respect and promote [human rights](#) and [diversity](#). We encourage everyone to apply for our advertised roles, irrespective of gender, ethnicity, age, language, sexual orientation, and disability or family responsibilities. We recognise the value of diverse backgrounds, experiences and perspectives.

- The Department values and respects the diversity of its workforce and believes that all its employees should be treated fairly and with dignity and respect. All employees of the Department must show respect for each other, visitors, the general public and contractors by treating them fairly and objectively, ensuring freedom from discrimination, sexual harassment, racial or religious vilification, victimisation and bullying. The Department of Health is an equal opportunity employer.

To demonstrate support for a safe, secure and supportive workplace, the Department is a White Ribbon Australia accredited workplace. For more information visit [here](#).

- The Department acknowledges the challenge for its staff in balancing work, family and community life successfully. To help them achieve this, we encourage conversations between managers and staff about implementing [flexible working arrangements](#) to manage their paid work commitments with their career goals, personal, community and cultural responsibilities. Through flexible working arrangements, there is an opportunity to match the individual's requirements with those of the workplace to achieve agreed work goals and objectives.