

2017

PAYROLL SALARY BENCHMARKING SUPPLEMENT



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We request that all references made to the report are cited as "Australian Payroll Association 2017 Payroll Benchmarking Study."



Introduction

One of the most common questions we get from employers is about what level of payroll capability they need in their payroll department, and what they should pay for that expertise.

As with many things in payroll, the answer tends to be “it depends”.

The answer may have to do with availability of talent, qualifications, location of employer, technology experience required, size of payroll team and industry of employer. All salaries quoted in this report include superannuation and bonus (if applicable).

We have attempted to collate all the salary data from our 2017 Payroll Benchmarking Report into this Salary Supplement to support employers to make the most informed analysis of their own payroll function.

We hope it's helpful to you. If you have any questions, please contact us at Australian Payroll Association (www.austpayroll.com.au).

Kind regards,

Tracy Angwin
CEO
Australian Payroll Association

Average State salary by title (All salaries include super and bonus)

	Group Payroll Manager	Payroll Manager	Team Leader	Senior Payroll Officer	Payroll Officer
ACT	\$110,362	\$108,730	\$103,517	\$67,669	\$63,500
NSW	\$142,537	\$104,848	\$90,827	\$82,476	\$67,220
NT	\$127,483	\$127,331	\$72,141	-	\$75,275
QLD	\$135,931	\$91,995	\$93,129	\$77,323	\$63,751
SA	\$113,303	\$92,830	\$88,133	\$84,012	\$69,961
TAS	\$94,025	\$94,901	-	\$84,488	\$67,452
VIC	\$127,704	\$92,697	\$91,585	\$80,004	\$66,327
WA	\$121,073	\$94,208	\$100,233	\$77,492	\$60,077

Outsource vs inhouse (All salaries include super and bonus)

This table compares payroll professionals whose employers outsource the payroll processing to those who manage the service inhouse.

	Inhouse	Outsource
Group Payroll Manager	\$131,820	\$129,345
Payroll Manager	\$96,852	\$94,576
Team Leader	\$91,562	\$98,142
Senior Payroll Officer	\$79,203	\$76,435
Payroll Officer	\$68,120	\$61,607

Reporting lines (All salaries include super and bonus)

	Reports to HR	Reports to Finance
Group Payroll Manager	\$137,701	\$130,875
Payroll Manager	\$103,067	\$94,274
Team Leader	\$92,899	\$94,843
Senior Payroll Officer	\$83,651	\$75,795
Payroll Officer	\$70,335	\$67,583

APA membership (All salaries include super and bonus)

	APA members	Not APA members
Group Payroll Manager	\$141,393	\$131,322
Payroll Manager	\$105,127	\$96,475
Team Leader	\$96,622	\$93,035
Senior Payroll Officer	\$74,093	\$78,695
Payroll Officer	\$66,780	\$67,114

Qualifications (All salaries include super and bonus)

	Not qualified	Qualified with either Cert IV or Diploma
Average (across all levels)	\$92,422	\$ 105,492

Employer size (National average) (All salaries include super and bonus)

<200 employees

	<200 employees
Group Payroll Manager	\$112,611
Payroll Manager	\$82,077
Senior Payroll Officer	\$73,330
Payroll Officer	\$63,631

200-499 employees

	200-499 employees
Group Payroll Manager	\$127,118
Payroll Manager	\$94,193
Team Leader	\$91,056
Senior Payroll Officer	\$81,951
Payroll Officer	\$72,780

500-1999 employees

	500-1999 employees
Group Payroll Manager	\$138,532
Payroll Manager	\$109,383
Team Leader	\$94,985
Senior Payroll Officer	\$86,234
Payroll Officer	\$75,300

2000-9999 employees

	2000-9999 employees
Group Payroll Manager	\$144,921
Payroll Manager	\$132,275
Team Leader	\$111,801
Senior Payroll Officer	\$75,044
Payroll Officer	\$75,704

10000+ employees

	10000+ employees
Group Payroll Manager	\$222,674
Payroll Manager	\$151,642
Team Leader	\$93,500

Industry (All salaries include super and bonus)

The following tables compare payroll salaries by industry.

Agriculture, Forestry and Fishing

Group Payroll Manager	\$124,400
Payroll Manager	\$85,426
Senior Payroll Officer	\$69,120
Payroll Officer	\$53,623

Arts and Recreation

Group Payroll Manager	\$150,000
Payroll Manager	\$80,530
Senior Payroll Officer	\$71,310
Payroll Officer	\$63,226

Construction

Group Payroll Manager	\$140,114
Payroll Manager	\$96,121
Team Leader	\$111,595
Senior Payroll Officer	\$75,178
Payroll Officer	\$56,932

Education and Training

Group Payroll Manager	\$159,093
Payroll Manager	\$99,201
Team Leader	\$95,574
Senior Payroll Officer	\$67,488
Payroll Officer	\$60,366

Electricity, Gas, Water and Waste Services

Payroll Manager	\$136,087
Team Leader	\$122,400
Senior Payroll Officer	\$107,500
Payroll Officer	\$70,966

Finance and Insurance

Group Payroll Manager	\$136,949
Payroll Manager	\$120,000
Team Leader	\$106,620
Senior Payroll Officer	\$82,657
Payroll Officer	\$69,265

Commonwealth Government

Group Payroll Manager	\$151,796
Payroll Manager	\$119,587
Team Leader	\$102,862
Senior Payroll Officer	\$82,097
Payroll Officer	\$70,140

Local Government

Payroll Manager	\$105,144
Team Leader	\$92,638
Senior Payroll Officer	\$74,028
Payroll Officer	\$73,691

State Government

Group Payroll Manager	\$160,219
Payroll Manager	\$115,005
Team Leader	\$101,491
Senior Payroll Officer	\$101,461
Payroll Officer	\$84,745

Healthcare

Group Payroll Manager	\$139,301
Payroll Manager	\$106,514
Team Leader	\$84,257
Senior Payroll Officer	\$72,786
Payroll Officer	\$72,319

Hospitality

Group Payroll Manager	\$104,788
Payroll Manager	\$84,325
Senior Payroll Officer	\$89,053
Payroll Officer	\$66,746

Information Media and Telecommunications

Group Payroll Manager	\$133,608
Payroll Manager	\$98,499
Team Leader	\$100,270
Senior Payroll Officer	\$83,750
Payroll Officer	\$62,986

Manufacturing

Group Payroll Manager	\$130,667
Payroll Manager	\$85,626
Team Leader	\$79,150
Senior Payroll Officer	\$73,286
Payroll Officer	\$73,863

Mining

Group Payroll Manager	\$110,083
Payroll Manager	\$129,582
Senior Payroll Officer	\$88,470
Payroll Officer	\$77,819

Not for Profit

Group Payroll Manager	\$112,725
Payroll Manager	\$90,337
Team Leader	\$81,007
Senior Payroll Officer	\$85,955
Payroll Officer	\$63,597

Personal Services

Group Payroll Manager	\$130,075
Payroll Manager	\$90,833
Senior Payroll Officer	\$80,000
Payroll Officer	\$63,520

Professional and Business Services

Group Payroll Manager	\$130,699
Payroll Manager	\$85,245
Team Leader	\$88,119
Senior Payroll Officer	\$72,681
Payroll Officer	\$77,717

Retail

Group Payroll Manager	\$116,615
Payroll Manager	\$100,787
Team Leader	\$93,697
Senior Payroll Officer	\$68,542
Payroll Officer	\$54,582

Transportation and Logistics

Group Payroll Manager	\$138,367
Payroll Manager	\$81,740
Senior Payroll Officer	\$81,178
Payroll Officer	\$71,455

Wholesale Trade

Group Payroll Manager	\$186,000
Payroll Manager	\$102,850
Team Leader	\$77,657
Senior Payroll Officer	\$82,899
Payroll Officer	\$51,126

Payroll technology (All salaries include super and bonus)

The following tables compare payroll salaries by payroll technology.

ADP Globalpay

Group Payroll Manager	\$166,500
Payroll Manager	\$120,000

ADP Payforce

Group Payroll Manager	\$112,845
Payroll Manager	\$109,133
Team Leader	\$90,302
Senior Payroll Officer	\$81,237
Payroll Officer	\$69,755

ADP Payline

Group Payroll Manager	\$118,640
Payroll Manager	\$81,505
Team Leader	\$82,525
Senior Payroll Officer	\$71,575
Payroll Officer	\$50,422

Affinity

Payroll Manager	\$90,000
Senior Payroll Officer	\$82,672
Payroll Officer	\$75,000

Ascender Alesco

Group Payroll Manager	\$173,502
Payroll Manager	\$137,008
Team Leader	\$100,691
Senior Payroll Officer	\$96,000
Payroll Officer	\$95,000

Ascender PayPlus

Group Payroll Manager	\$158,500
Payroll Manager	\$89,183
Senior Payroll Officer	\$79,001
Payroll Officer	\$ 71,667

Attache

Group Payroll Manager	\$125,221
Payroll Manager	\$87,653
Team Leader	\$74,903
Senior Payroll Officer	\$82,109
Payroll Officer	\$60,443

Aurion

Group Payroll Manager	\$131,647
Payroll Manager	\$120,941
Team Leader	\$102,862
Senior Payroll Officer	\$84,936
Payroll Officer	\$73,174

Empower

Group Payroll Manager	\$120,000
Payroll Manager	\$105,536
Senior Payroll Officer	\$106,922

Frontier Software CHRIS21

Group Payroll Manager	\$143,589
Payroll Manager	\$108,838
Team Leader	\$100,891
Senior Payroll Officer	\$82,581
Payroll Officer	\$73,151

HR3

Group Payroll Manager	\$114,022
Payroll Manager	\$86,103
Team Leader	\$79,282
Senior Payroll Officer	\$69,176
Payroll Officer	\$61,578

Inzenius

Group Payroll Manager	\$95,000
Payroll Manager	\$74,000
Payroll Officer	\$65,700

Infinit Cloud

Team Leader	\$85,000
Payroll Officer	\$78,000

Keypay

Group Payroll Manager	\$79,750
Payroll Manager	\$65,833
Payroll Officer	\$77,370

MYOB

Group Payroll Manager	\$102,286
Payroll Manager	\$60,000
Senior Payroll Officer	\$55,222
Payroll Officer	\$48,040

Ascender Preceda

Group Payroll Manager	\$161,440
Payroll Manager	\$105,242
Senior Payroll Officer	\$82,185

Oracle

Group Payroll Manager	\$143,600
Payroll Manager	\$132,739
Payroll Officer	\$79,728

Payglobal

Group Payroll Manager	\$159,250
Payroll Manager	\$110,736
Senior Payroll Officer	\$107,500
Payroll Officer	\$66,267

Payroll Metrics

Payroll Manager	\$123,000
Senior Payroll Officer	\$75,000

Rockfast

Payroll Manager	\$94,353
Senior Payroll Officer	\$87,600
Payroll Officer	\$58,284

Sage Meridian

Group Payroll Manager	\$135,601
Payroll Manager	\$99,427
Team Leader	\$95,761
Senior Payroll Officer	\$80,944
Payroll Officer	\$68,314

Sage Wage Easy

Group Payroll Manager	\$82,333
Payroll Manager	\$75,671
Team Leader	\$74,535
Senior Payroll Officer	\$63,281
Payroll Officer	\$59,230

SAP

Group Payroll Manager	\$148,717
Payroll Manager	\$122,667
Team Leader	\$90,000
Payroll Officer	\$75,568

TechnologyOne

Group Payroll Manager	\$90,718
Payroll Manager	\$90,292
Team Leader	\$94,793
Senior Payroll Officer	\$78,081
Payroll Officer	\$62,371

Xero

Group Payroll Manager	\$91,000
Payroll Manager	\$70,926
Senior Payroll Officer	\$45,000
Payroll Officer	\$38,295

Where to from here?

Payroll benchmarking is a balancing act between the need for governance and compliance in the payroll function versus the cost of delivery. It's only at the intersection of compliance and efficiency that organisations can rest easy that they have a highly valued payroll operation that is providing tangible value to their organisation.

There are only three things that cause payroll problems. It's only when you have all three areas working together as best practice that you can find that payroll intersection. The three problem areas are People, Processes and Technology.

If two or more of these areas are substandard, you can have any combination of problems in your payroll that typically puts an organisation at financial, governance and compliance risk.

People

Without the right people in your payroll team, it is impossible to deliver a high quality payroll operation. Good payroll people are hard to find, they expect and deserve high wages and are generally not looking for new jobs because they are being actively retained by their employer.

The best payroll professionals are qualified, preferably with a Certificate IV in Payroll Administration or Diploma of Payroll Management, have great attention to detail, see customer service as a critical part of doing their job well, accept accountability, understand the need for discretion, are process driven and are always thinking about continuous improvement.

Most payroll mistakes are made because the payroll team genuinely don't have the knowledge or training that they require to do their job. Regular training is critical as payroll legislation, thresholds and rates change every year.

The most valuable and sought after skills for payroll professionals now and in the future is a solid sense of customer service. Many payroll professionals are very competent at a technical level, but without the ability to communicate, that knowledge is unable to be shared widely in the business.

Technology

Not so long ago the most technologically advanced employers were using Bundy clocks and cards. These were being 'extended' in the pay office and keyed into payroll systems.

These days technology is being developed at a rate unlike we have ever seen before. There is now payroll technology which uses wireless internet services and geotracking to those being delivered on handheld devices and smart phones. The key is to use technology that works with the specific requirements of your organisation and not just for technology's sake.

Processes

Contrary to popular opinion relating to just 'doing the pays', a payroll process should be developed and constantly improved to consider risk, fines, efficiency and governance. If your processes aren't structured, the best people and technology won't provide you with the payroll outcomes you are looking for.

All these three things have an effect on compliance and efficiency in your payroll operation. Once all are in alignment you are best placed to maximise all three areas of payroll and turn a business cost into an operational asset.

How can Australian Payroll Association help you?

Our goal is to support Australian businesses to ensure compliance and efficiency in the payroll operation. We believe that payroll can offer tangible value if delivered correctly.

Australian Payroll Association specialises in:

Comprehensive payroll support and advice

Our members have access to our payroll helpline as well as our online portal of payroll best practice guides and resources.

Specialist payroll consulting

We can provide advisory services and recommendations for all payroll challenges.

We regularly complete Payroll Process Audits and Payroll Compliance Audits for some of Australia's largest employers, saving them millions of dollars per annum by improving the quality and efficiency of their payroll operations.

We also work with organisations to evaluate and select payroll technology to ensure you get the best fit for your requirements.

Specialist payroll recruitment

When you can't find the right people for your payroll team, we can assist by leveraging our contacts to find you someone who fits. We never advertise externally, so exercise complete discretion in our recruitment processes.

Nationally Accredited payroll qualifications

The Certificate IV in Payroll Administration and Diploma of Payroll Management are the industry standard in payroll education. They are the only payroll qualifications on the Australian Qualifications Framework, can be started at any time and are delivered via an online learning portal.

Practical payroll training

Whether online, onsite or in a classroom, Australian Payroll Association provides payroll training from Fundamentals to Masterclass.

We often deliver bespoke payroll training based on your industry, organisation and knowledge gaps.

Payroll knowledge assessments

Want to understand your current payroll capability? Our online payroll knowledge test will discover where the training needs in your team are.

Payroll events

Our annual conference is the largest payroll event in Australia and provides for both strategic and technical payroll topics. This year it is being held on 20 October 2017 at the International Convention Centre in Sydney.

For more details or to sign up for our free weekly payroll newsletter, please visit www.austpayroll.com.au

About Australian Payroll Association

Australian Payroll Association (APA) provides membership advisory services, education and specialist recruitment and consulting services for Australian employers.

Please contact the following people for further information on any of our services:

Membership, Qualifications, online and onsite learning	Payroll recruitment and knowledge assessment	Benchmarking report, payroll consulting, industry partnerships and media
Kylie Elliott General Manager kylie@austpayroll.com.au 02 8096 9150	Andy Thompson Recruitment Director andy@austpayroll.com.au 0450 563 073	Tracy Angwin CEO tracy@austpayroll.com.au 02 8096 9152
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Client testimonials

“APA have been an excellent support service when dealing with payroll situations that are out of the normal day to day function. Their response times are in most cases instant, and all the staff are a pleasure to deal with.

They beat any competitor ‘hands down’ and come highly recommended by our organisation. It is great to know that payroll professionals can be part of such a valued and trusted association!”

Gina Tsotra, HUGO BOSS Australia Pty Ltd

I would recommend Australian Payroll Association to any business that wants to ensure they are kept up to date with changes relating to legislation, taxation, industrial relations and more.

They offer access to the latest information, training, best practice and many more resources when we need them. I believe Australian Payroll Association is at the forefront of the payroll profession and believe they offer indispensable learning opportunities.

Their support is unrivalled and I have full confidence in their advice, knowledge and experience within the payroll arena.”

William Withers, Campbell Arnotts

“I’ve been extremely happy with the payroll services provided by APA and would thoroughly recommend them for their high ongoing levels of customer service.”

Susan Smith, Reject Shop Limited

“The Australian Payroll Association provides a valuable resource to all Payroll Professionals with their regular updates to a range of payroll and employment related issues presented to us. I rely on the excellent service provided by APA to inform me of the many changes and issues facing our industry.”

Damian Membry, Monash University

“APA are an impressive team which delivers on their promises and are stand out performers in the Payroll sector.”

Diane Davis, Energex Ltd

Our payroll expertise, your peace of mind