



**Leaders in Regional Roads Management
and Disaster Recovery Systems**

**Business Services
Support Officer**



shepherdservices.com.au



Driven Different

At SHEPHERD, we do things differently.

We work alongside regional and remote councils to solve complex challenges with practical advice, quality data and systems that work on the ground.

Our foundations are in road asset management, where we developed RACAS® to give councils a better way to understand and manage their networks.

In 2016, we expanded into civil project delivery and disaster recovery, supporting councils through flood restoration and critical infrastructure projects.

Since then, we have continued to grow into a multidisciplinary team delivering integrated services across asset management, GIS and civil.

Our focus has always been the same. Helping councils make informed decisions that stand up in the real world.

For further information please visit www.shepherdservices.com.au



The SHEPHERD Way

At SHEPHERD, we're Driven Different. We show up when it counts and focus on the work that matters for regional communities.

For our team, that means how we work, how we show up and what we hold ourselves accountable to:



Speak with Purpose

Say the things that matter, clearly and respectfully.



Integrity with Care

Support, challenge and look out for each other.



Grow Strength Together

Build capability, work together and leave our clients stronger.



Build Better Communities

Strengthen, sustainability, resilience and deliver positive outcomes.



Improve What Matters

Challenge the norm, make a real difference and deliver with discipline.



What Drives Us

We work on what matters. Roads, assets, and recovery for regional and remote communities.

We're motivated by solving complex problems with practical advice, quality data and systems that work in the real world.

We back our people and take pride in the work we deliver, because it has a direct impact on the communities our clients serve.



Why SHEPHERD?



We Link Engineering & Finance
Connecting asset decisions with real outcomes.



We're Ready to Mobilise
Supporting clients when it matters most.



We Go Beyond Compliance
Real solutions that make a difference.



We Focus on What Works
Practical solutions, not theory.



We Build Capability
Helping councils grow their internal capacity.



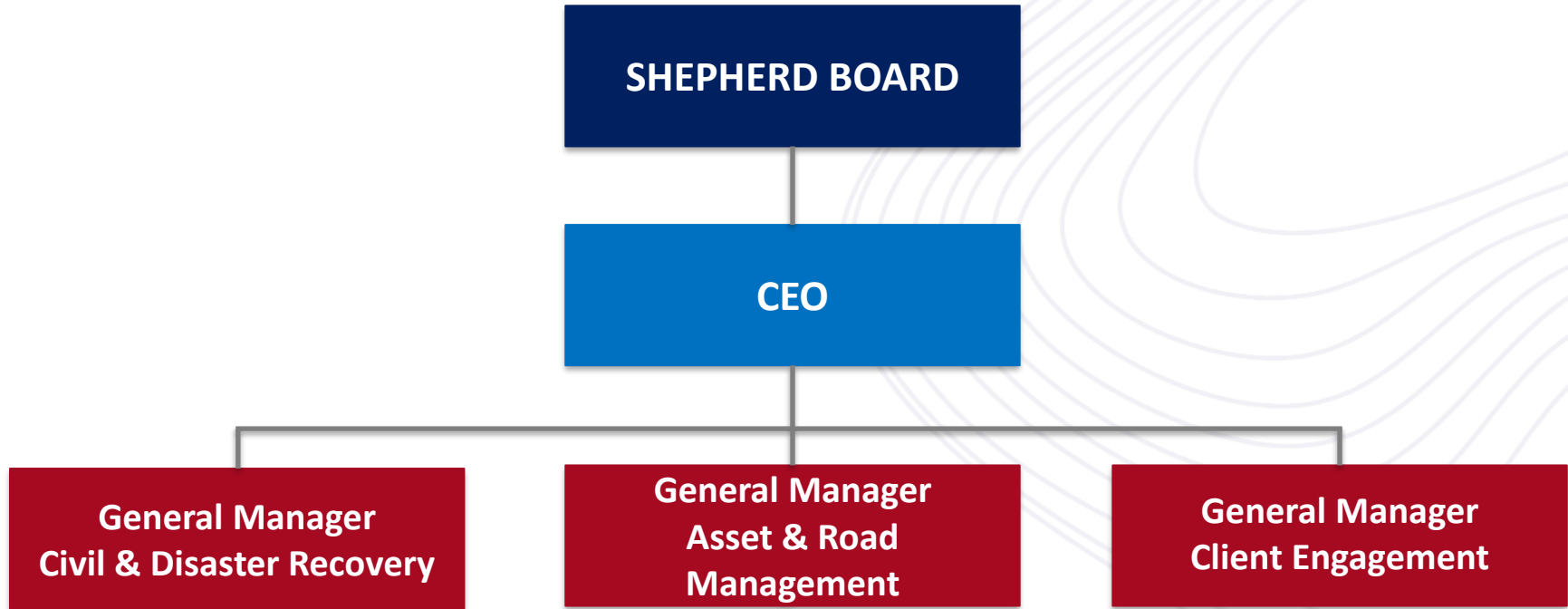
We Deliver Quality Data
Accurate, relevant data that supports better decisions.



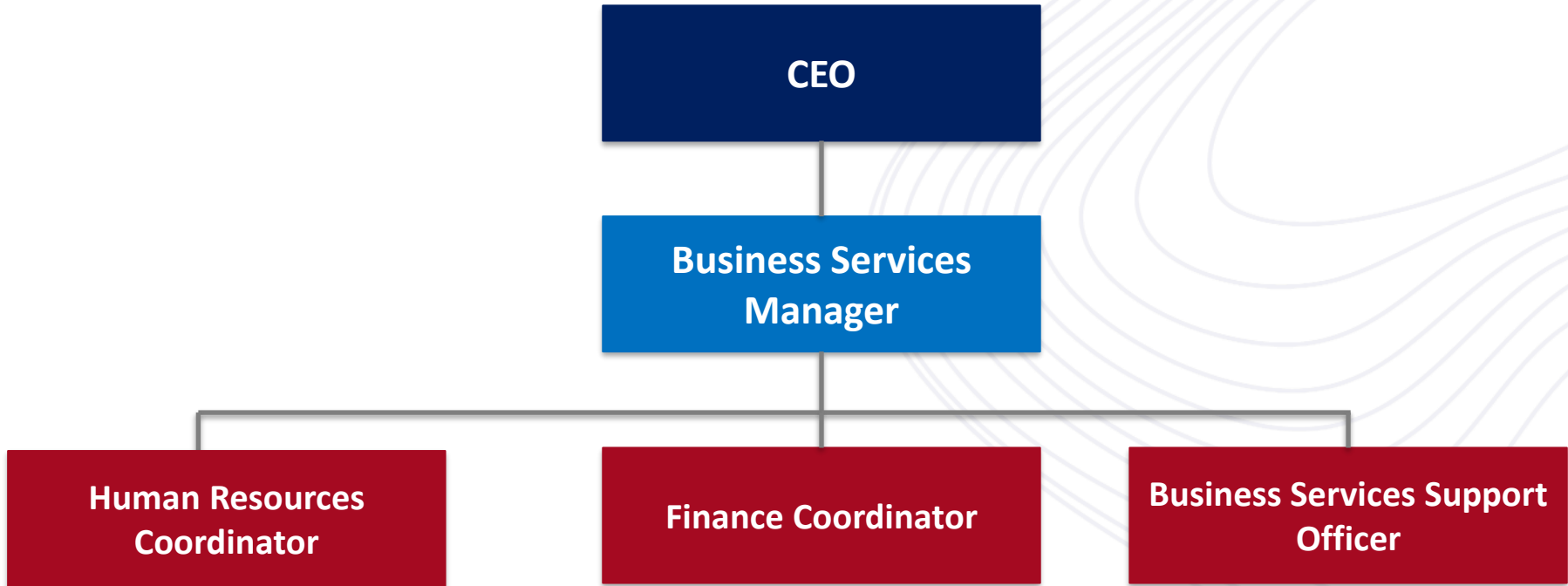
At SHEPHERD, we work with councils and government agencies across Australia – from coastal regions to some of the most remote road networks in the country.



Organisation Structure



Business Services Structure



Business Services Support Officer

Reports to:

Business Services Manager

Employment Type:

Full-Time Permanent

Work Arrangement:

Hybrid

Overview

You play a key operational role in supporting SHEPHERD's Business Services function. Working closely with the Business Services team, you process payroll, provide finance administration support and deliver a range of business services that help the organisation operating efficiently.

Through accurate administration, responsive customer service and effective business support, you help ensure our people, systems and information are well supported.

Knowledge, Skills & Qualifications

Essential

- Certificate IV or higher in Business, Finance, Accounting or related discipline.
- Minimum 5 years' demonstrated experience in a payroll processing and finance administration.
- Experience processing payroll using Employment Hero and with Single Touch Payroll (STP).
- Strong understanding of financial administration, reconciliations and record management.
- Experience using accounting and business systems including Xero, Dext, Budgetly and ProWorkflow or equivalent integrated business systems.
- Demonstrated ability to work autonomously in a remote or hybrid environment, effectively managing competing priorities while maintaining high levels of accuracy, productivity and communication.
- Excellent organisational and time management skills, with the ability to manage multiple priorities and consistently meet deadlines.
- Advance Microsoft Office skills (particularly Excel).
- Criminal History Check.
- Current C Class driver's licence.

Desirable

- Experience supporting business administration systems or corporate services functions.
- Experience supporting month-end and year-end financial processes.
- Experience maintaining asset registers and depreciation schedules.



Why this Role?

- The real appeal of this role goes beyond payroll and finance; it's about making a meaningful impact on the people behind the numbers. You'll play a vital role in ensuring our employees are paid accurately and on time, providing trusted financial support and contributing to the smooth operation of the business. Your work will directly support our leaders, managers and employees, helping create a positive and seamless employee experience.
- You'll work alongside your Manager who is approachable and committed to helping you succeed. Whether it's mentoring, professional growth or simply having someone to bounce ideas off, you'll have the support, encouragement and trust to do your best work every day.
- Enjoy the flexibility of a hybrid role with less time spent commuting.
- Everything you need to succeed—competitive pay, applicable allowances, IT equipment and uniforms all provided.



Additional Information

- Total FTE working at SHEPHERD number 75 (49 full time, 13 part time, 13 casual)
- You will bring a passion for working in payroll and finance fields, with a focus on continuous improvement to better our service to those we support. New ideas and suggestions are always encouraged.
- You will work closely with all levels of management to ensure timely and efficient services are provided, whilst fostering an innovative and proactive team.
- This is an organisation where staff are positive and proactive and importantly, one where the General Managers are hands on and focused on the well being of staff, clients and the broader team vs just the \$'s. People actually want to come to work, they are invested in what they do and subsequently enjoy their roles and the contributions they make. Whilst this may be almost unheard of in most workplaces today, it is a genuine reality at SHEPHERD.
- If you enjoy working in local government then this position will give you similar scope without all the 'red tape'.
- This is an opportunity to be a part of a progressive and contemporary organisation.



Remuneration and Benefits

- The cash component will be between \$40 - \$45 per hour + Super (based on experience and qualifications).
- Mobile phone allowance.
- Working from Home Allowance.
- Provision of IT equipment for work purposes.
- Uniforms will be provided in accordance with company policy.
- Access to EAP Service & WellTravelled benefits.



Tools that won't hold you back: quality vehicles, reliable equipment, and access to systems like RACAS®, GIS platforms, and proprietary DRFA tools.



Straightforward, competitive pay: market-aligned remuneration, travel support, door-to-door time, and accommodation when you need it.



A team that backs each other: respectful, inclusive, and aligned to our Shared Standards in how we show up every day.



Work that actually matters: projects that improve infrastructure, resilience, and outcomes for regional communities who feel the impact.



Flexibility that works: remote options, field-friendly arrangements, and support to set yourself up properly at home or on the road.



Room to grow and stretch: opportunities across engineering, GIS, valuations, DRFA, asset accounting, and project delivery.



Recruitment Process

Assessing Applications

SHEPHERD will review applications as they are submitted and will determine a shortlist of suitable candidates. Only shortlisted candidates will be contacted, and interviews will be arranged with the Company's panel. SHEPHERD reserves the right to close the position earlier than advertised.

Privacy information

Privacy Information: SHEPHERD SERVICES is collecting your personal information in accordance with the Information Privacy Act for the purpose of assessing your skills and experience against the position requirements. The information that you provide in your application will only be used by employees of Peak Services. Your information will be provided to authorised Company Officers, including Human Resources, interview panels and hiring managers.



Recruitment Background Checking Requirements

Our next steps following the interview process:

1. Reference Checks

SHEPHERD requires at least two reference checks to be completed. The candidate will be required to provide the contact details for two recent employment referees, with at least one being someone that they directly reported to in their position.

2. Qualification and Registration Verifications

SHEPHERD will undertake qualification verifications for any qualifications that have been stated in the candidate's application. Contact is made directly with the relevant organisations to verify qualifications. This can also include a check on the status of a driver's licence.

3. National Police Check

The candidate must provide a current national police check (dated within the previous three months).

4. Pre-Employment Medical

The candidate will be required to complete a pre-employment medical assessment, which includes drug and alcohol screening.

5. Psychometric or DiSC Assessment

The candidate may be required to undertake a Psychometric or DiSC assessment, dependent on role.



Contact

Reach out for more information:

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