



## POSITION DESCRIPTION

**Position:** | Payroll Support Officer|

**Responsible To:** | Payroll Manager|

**Direct Reports:** | |

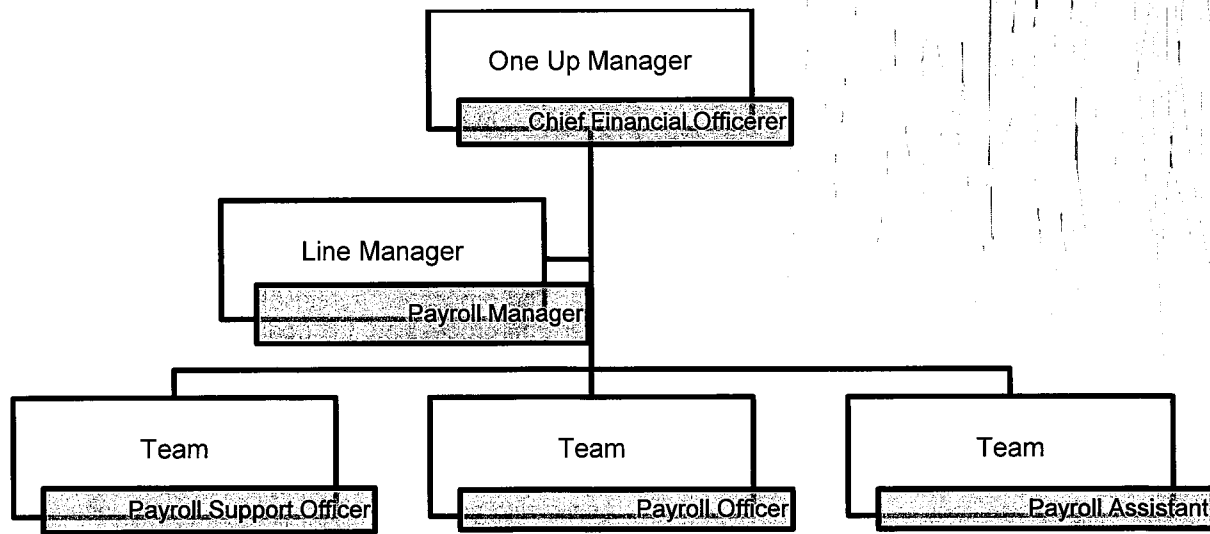
**Location:** Rotorua & Taupō|

**Functional Relationships:**

<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>All Lakes District Employees</li> <li>Service/Line Managers</li> <li>Human Resources</li> <li>Finance</li> <li>Payroll Team </li> </ul>	<p><b>External:</b></p> <ul style="list-style-type: none"> <li>Inland Revenue</li> <li>ACC</li> <li>Work &amp; Income</li> <li>Unions</li> <li>Administrators of Super Schemes</li> <li>Other Third Party Administrators</li> </ul>
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**Financial Delegations:** (Insert delegation level if applicable)|

**Date:** | October 2022|



**Primary purpose(s) of the position**

Payroll Support Officer is required to provide accurate processing of assigned payrolls and supports payroll officers in the daily operations of the Payroll Departments

Key Objectives	Description	Expected Outcomes
Payroll Processing	To ensure all employees are paid accurately and on time, in accordance with company policies and procedures	<ul style="list-style-type: none"> <li>• To have the ability to understand and accurately interpret employment contracts</li> <li>• To action all maintenance on receipt, in particular to ensure all maintenance has been actioned prior to</li> </ul>

Key Objectives	Description	Expected Outcomes
<b>(Assist Payroll Manager and support Payroll Officers</b>	(To support payroll officers ensuring that all processes are executed appropriately and in a timely manner, provide accurate data to relevant parties and to provide ongoing support to the Payroll Manager )	<p>the payrun</p> <ul style="list-style-type: none"> <li>• To meet budgeted performance targets for timesheets extension and processing, including all associated maintenance, data entry , leave and terminations by 10am Wednesday.</li> <li>• To complete checking allocated share of Pay Register and action any adjustments required by 2.00pm on Wednesday</li> <li>• To assist with incidental tasks including printing and distribution of timesheets and payslips, payment of deductions filing and shredding on a rotational basis as per the roster by 9am on Thursday</li> <li>• To complete all calculations for arrears, overpayments, severances, gratuities, at risk payments, etc are done in accordance with the correct employment contract, company policies, and in a timely manner</li> <li>• To action all leave requests and leave notifications in accordance with the correct employment contract company policies and for the appropriate pay period</li> <li>• To check leave balances at the time of entry of leave applications to ensure sufficient balances, or if there is insufficient balance available that the correct authorisation has been obtained.</li> </ul>
<b>(Continuous Improvement of Payroll</b>	(To actively participate in the development of processes and procedures of the Payroll	<ul style="list-style-type: none"> <li>• Oversees the daily work activities of the Payroll Officers. Monitor's status of work in progress and reviews completed work</li> <li>• Assists in monitoring workload of Payroll Officers</li> <li>• Ensures Team members acquire necessary skills and knowledge concepts in line with company policies and procedures</li> <li>• Financial – Ensure all Weekly and monthly interfaces are reconciled and processed by the due dates</li> <li>• Reporting - Workbooks development as required</li> <li>• Year End processes – Assist Payroll Manager with Year End processing, tax updates, Superannuation updates, and ad-hoc</li> <li>• Training and Documentation Assist with training sessions on PSE for payroll as required Assist with documentation and in maintenance of procedure manuals</li> <li>• Backup for Payroll Manager and the HRIS System Administrator – Payroll Module</li> <li>• Assist Payroll Manager to plan, test and implement system changes to agreed deadlines</li> <li>• Other Payroll Support Officer backup</li> <li>• Ensure that at least one payroll team member is adequately trained to perform the critical tasks listed above in your absence</li> </ul>

Key Objectives	Description	Expected Outcomes
<b>Processes</b>	Team	<p>quality improvement to provide good customer service and improve customer satisfaction.</p> <ul style="list-style-type: none"> <li>To provide assistance to the Payroll Manager on projects to implement improvements in conjunction with priorities agreed with the Payroll Manager</li> </ul>
<b>Customer Service</b>	To deal with all queries from employees and customers promptly, including providing a response, in a professional and customer focused manner	<ul style="list-style-type: none"> <li>To ensure all queries and requests for information are responded to in a timely manner, with an initial response time within 24 hours to acknowledge receipt of the query and provide an indication of the likely timeframe within which the query will be responded to</li> <li>To provide managers with leave and pay related information as and when required on request.</li> <li>To deal with all ACC claims every Thursday including completion of forms and providing information required by ACC to process claims</li> <li>To provide accurate pay related information to authorised third parties including Work &amp; Income, IRD, Statistics, NZ Superannuation/Pension Schemes and ACC in a professional and timely manner..</li> </ul>
<b>CME and Staff Expenses</b>	(Short description of objective)	<ul style="list-style-type: none"> <li>Ensure all claims received by Payroll are workflowed in accordance with current policies/procedures</li> </ul>



Te Ringa Tōmau



Te Ringa Hora



Te Ringa Raupā



Te Ringa Ahuahu

Te Ringa Taurima



Capabilities	Capability Definition	Achievement Indicators
<b>Communication and Personal Interaction</b>  <b>Te Ringa Hora</b>  <i>the open hand (denoting someone who is sociable)</i>	Communicates relevant information in a timely manner to those who need to know at a level that is understood.	<ul style="list-style-type: none"> <li>Transfers information effectively verbally and writes clearly, coherently and succinctly.</li> <li>Shares well thought out, concise and timely information with others using appropriate mediums.</li> <li>Organisational updates are provided to staff by way of relaying in general terms but more importantly what affect it has on the unit and how staff can help where necessary to achieve any requirements.</li> <li>Builds team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the teams' success.</li> <li>Maintains and promotes high standards of social, ethical and organisational norms.</li> </ul>
<b>Strategy &amp; Performance</b>  <b>Te Ringa Raupā</b>  <i>the roughened hand</i>	Delegates appropriately within team utilising individual skills to achieve results.	<ul style="list-style-type: none"> <li>Understands individuals' strengths and weaknesses to utilise or increase skills for those individuals.</li> <li>Assigns and sub-delegates staff to teams to allow for development and succession planning.</li> </ul>

Capabilities	Capability Definition	Achievement Indicators
<p><i>(symbolising a hard worker)</i></p>	<p>Understands the unit requirements and the implications of the units achievements on the overall service delivery.</p>	<ul style="list-style-type: none"> <li>Ensures decision making complies with organisational strategies.</li> <li>Recognises decisions made within the unit affect overall results of the service and Lakes</li> <li>Works with Service Manager to maximise unit efficiency.</li> </ul>
<p><b>Development and Change</b></p> <p><b>Te Ringa Ahuahu</b></p> <p><i>the hand that shapes or fashions something (refers to someone who is innovative)</i></p>	<p>Works to include staff in change minimising barriers to implementation.</p> <p>Articulates decisions and reasoning behind change enable buy-in to results.</p>	<ul style="list-style-type: none"> <li>Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution.</li> <li>Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies.</li> <li>Openly broaches concern with staff from the outset asking for their ideas and input.</li> <li>Gives examples of what might help to resolve the issue/concern.</li> <li>Seeks opportunities to improve performance and seeks feedback to measure and improve.</li> <li>Encourages staff participation in possible solution process.</li> <li>Allows staff input to possible solutions to concern.</li> <li>Gives careful consideration to staff ideas and offers alterations to suggestions where necessary.</li> <li>Develops an informative response to the team including trends, data, process and benefits of the decided process/change</li> <li>Allows feedback to decision to enable 'tinkering' to be made where appropriate.</li> </ul>
<p><b>Personal Accountability</b></p> <p><b>Te Ringa Tōmau</b></p> <p><i>the hand that is trustworthy</i></p>	<p>Manages own and encourages others to foster work/life balance.</p> <p>Actively manages own career aspirations and development.</p>	<ul style="list-style-type: none"> <li>Ensures regular breaks are taken and own annual leave accruals are used within the 12 months following accrual.</li> <li>Ensures employees within their service are taking regular annual leave breaks for the purpose of rest/recreation throughout the year.</li> <li>Is constantly striving to acquire and maintain knowledge, skills and/or experience.</li> <li>Has own career development plan and succession planning.</li> <li>Seeks out development opportunities to expand knowledge and capability.</li> <li>Engages in projects and activities readily which are above and beyond scope of current role.</li> </ul>
<p><b>Culture and Values</b></p> <p><b>Te Ringa Taurima</b></p> <p><i>the hand that nurtures, encourages, supports</i></p>	<p>Makes decisions based on facts and without personal bias.</p> <p>Engages with mentors and supervisors for personal skill development.</p> <p>Plans, prioritises and</p>	<ul style="list-style-type: none"> <li>Is proactive and effective when problem solving is required.</li> <li>Engages with staff member/managers/multi-disciplinary team when concerns are raised to best understand their point of view.</li> <li>Appropriately investigates the concern looking at trends, situation and practices.</li> <li>Critically examines repeatable risk factors.</li> <li>Is constantly striving to acquire and maintain knowledge, skills and/or experience.</li> <li>Demonstrates a commitment to and takes responsibility for going professional development.</li> <li>Purposeful about where time is invested.</li> </ul>

Capabilities	Capability Definition	Achievement Indicators
	<p>organises work to deliver on short and long term goals.</p> <p>Encourages and promotes Lakes values and expectations.</p>	<ul style="list-style-type: none"> <li>• Delivers relevant results within expected timeframes.</li> <li>• Role models expected behaviours and practices.</li> <li>• Treats staff, patients and visitors with dignity and respect.</li> <li>• Uses appropriate empathy to gain organisational objectives.</li> <li>• Is solution focused.</li> </ul>
Compulsory Requirements	Description	Expected Outcomes
<b>Māori Health</b>	Māori philosophies and values of health are demonstrated in work practice.	<ul style="list-style-type: none"> <li>• Meaningful relationships are established with Te Aka Matua (Rotorua and Taupo Hospitals) and Te Whatu Ora Lakes Maori Health division in the planning and delivery of services.</li> <li>• Practices are consistent with Te Tiriti o Waitangi /The Treaty of Waitangi when working with Māori.</li> <li>• Delivery of safe services for Māori are facilitated by ensuring they can access treatment options and are involved in the planning and delivery of their care.</li> <li>• Māori are enabled to access and participate in cultural activities provided by the Te Whatu Ora Lakes.</li> <li>• A commitment to improving the wellbeing of Māori by increasing cultural knowledge in the Te Whatu Ora Lakes is shown.</li> </ul>
<b>Te Iti Kahurangi</b>	The Lakes Way, Our Place Our Culture	<ul style="list-style-type: none"> <li>• Works within the Te Iti Kahurangi framework and supporting guide document.</li> </ul>
<b>Record Keeping</b>		<ul style="list-style-type: none"> <li>• Complies with the Te Whatu Ora Lakes Corporate Records Management policy to create and maintain full and accurate records.</li> </ul>
<b>Quality &amp; Risk</b>	Patient safety is paramount to the service we deliver at Te Whatu Ora Lakes. This is to be achieved in a clinical governance framework that is culturally responsive and identifies and manages risk and opportunities to improve.	<ul style="list-style-type: none"> <li>• Employees are supported to lead by example and implement a culture of continuous quality improvement.</li> <li>• Risks that may prevent Te Whatu Ora Lakes from achieving their goals are identified, reported, and managed.</li> <li>• Māori patients are provided patient-centred care to achieve positive Māori health outcomes.</li> <li>• Needs of Māori are reviewed and reported in the further development of practice, process and or policy.</li> <li>• Evidence-based methodologies are used to support improvements, e.g. kaupapa Māori methodology.</li> <li>• Quality care is provided to certification standards.</li> </ul>
<b>Health &amp; Safety</b>	Each individual is responsible for ensuring the safety of themselves, their colleagues, patients and their visitors and to comply with all organisational health and safety policies, procedures and guidelines.	<ul style="list-style-type: none"> <li>• Implementation and reinforcement of a proactive healthy work place culture which reflects relevant Te Whatu Ora Lakes policy and legislative requirements.</li> <li>• Healthy lifestyles are actively promoted and participated in, within the work area.</li> <li>• Employees participate in Health and Safety within</li> </ul>

Compulsory Requirements	Description	Expected Outcomes
		<p>areas of work.</p> <ul style="list-style-type: none"> <li>• Health and Safety activities are appropriately documented within specified timeframes.</li> <li>• Health and Safety policies have been read and understood and are applied in the workplace.</li> <li>• Health and Safety policies are appropriately documented within specified timeframes and incidents are reported immediately.</li> <li>• Any opportunities for improving Health and Safety are reported and acted upon in a timely manner.</li> <li>• All near misses/incident/accidents are reported to the appropriate line manager within 24 hours.</li> </ul>

**Signatures:**

Line Manager:  
(position description approved): \_\_\_\_\_

Employee:  
(acceptance of position description): \_\_\_\_\_

*(Please also initial all other pages to show acceptance of position description.)*

Person Specification	Essential:	Desirable:
<b>Education and Qualifications:</b>	▪	▪
<b>Experience and Knowledge</b>	<ul style="list-style-type: none"> <li>▪ Minimum 4 years experience in end to end payroll processing</li> <li>▪ Computer literacy in the Windows environment</li> <li>▪ Knowledge and interest in payroll related legislation, Meca/employment agreements taxation legislation would be an advantage</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience (to a high level) in standard Microsoft Office applications</li> <li>▪ Change transformation/Implementation of payroll software would be advantageous.</li> <li>▪ Experience in supporting /overseeing work load of a payroll team</li> </ul>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>▪ Ability to establish and maintain effective staff and team working relationships</li> <li>▪ Excellent IT, written and oral communication skills including excellent telephone skills and manner</li> <li>▪ Problem-solving and analytical skills</li> <li>▪ Aptitude for numerical work</li> <li>▪ Strong planning, organizational ability and self Management skills</li> <li>▪ High degree of detail and accuracy in all areas of work</li> <li>▪ Commitment to meeting the objectives of Payroll Services</li> </ul>	▪

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**Personal Attributes:**

- Ability to work to deadlines and under pressure
  - Team orientated - strong team player who respects and helps others and works well within a team environment.
  - Common sense, practical results-focus approach and achievement orientated
- Non-smoker preferred
  - ..
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## ABOUT TE WHATU ORA LAKES

At Te Whatu Ora Lakes we place the highest value on the health and wellbeing of everyone in our community. As such all healthcare workers are expected to play a part in the creation and promotion of an environment which lives the following vision, mission and values:

### VISION

Healthy Communities – Mauriora! In this vision Mauriora refers to the Mauri - being the life essence and the source of well-being, and ora - describing the state of wellness.

### STRATEGIC MISSION

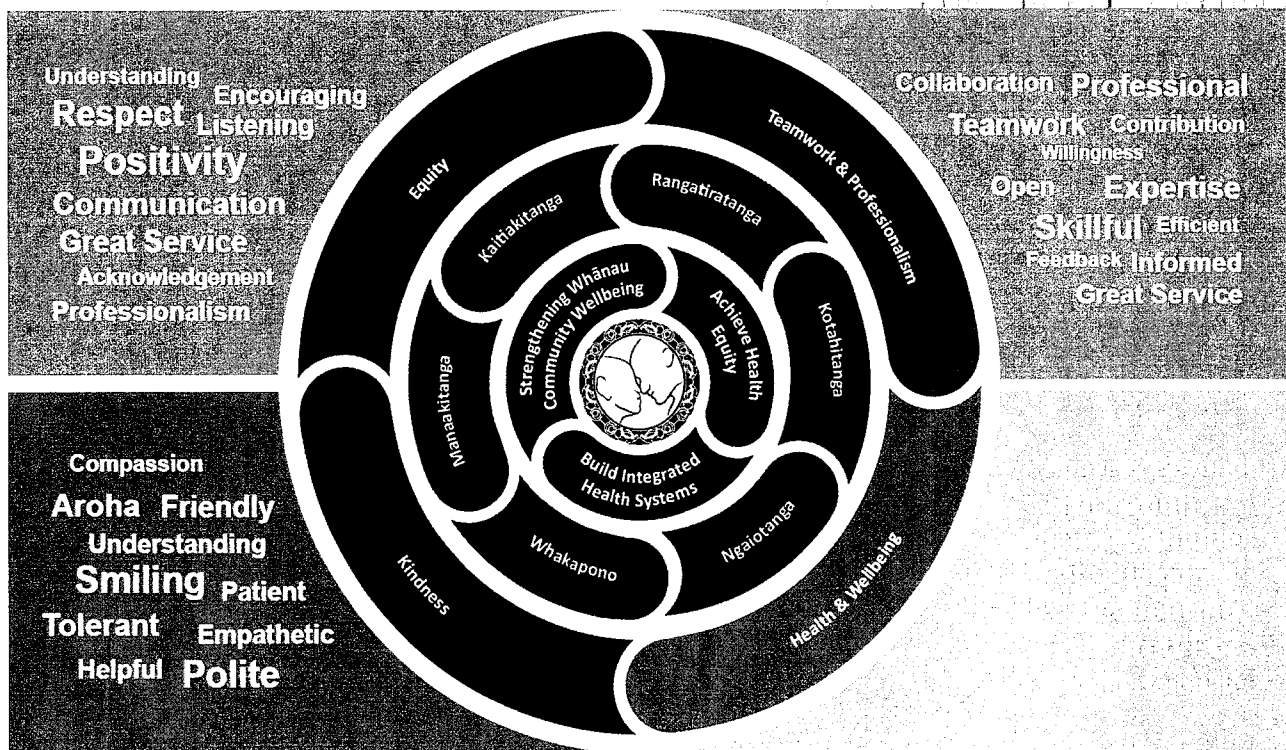


- Achieve equity in Māori health
- Build an Integrated health system
- Strengthen people, whanau & community wellbeing

### THREE CORE VALUES

Manaakitanga	respect and acknowledgment of each other's intrinsic value and contribution
Integrity	truthfully and consistently acting collectively for the common good
Accountability	collective and individual ownership for clinical and financial outcomes and sustainability

### TE ITI KAHURANGI – THE LAKES WAY, OUR PLACE, OUR CULTURE – WE WILL





## TE TIRITI O WAITANGI

### Our expression of Te Tiriti o Waitangi

The text of Te Tiriti, including the preamble and the three articles, along with the Ritenga Māori declaration, are the enduring foundation of our approach to achieving health and independence. Based on these foundations, we will strive to achieve the following four goals, each expressed in terms of mana.

#### Mana whakahaere

Effective and appropriate kaitiakitanga and stewardship over the health and disability system. Mana whakahaere is the exercise of control in accordance with tikanga, kaupapa and kawa Māori. This goes beyond the management of assets and resources and towards enabling Māori aspirations for health and independence.

#### Mana motuhake

Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives and to live on Māori terms and according to Māori philosophies, values and practices, including tikanga Māori.

#### Mana tangata

Achieving equity in health and disability outcomes for Māori, enhancing the mana of people across their life course and contributing to the overall health and wellbeing of Māori.

#### Mana Māori

Enabling Ritenga Māori (Māori customary rituals), which are framed by te ao Māori (the Māori world), enacted through tikanga Māori (Māori philosophy and customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

Te Whatu Ora Lakes is committed within the framework of the New Zealand Public Health and Disability Act (2000) to supporting the Crown's commitment to upholding its Tiriti promises.

## ORGANISATION STRUCTURE

### Te Whatu Ora

Health New Zealand

Lakes

