

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Legislation & Compliance Officer		
Reports to	Payroll Team Lead		
Location	32 Oxford Terrace		
Department	Payroll		
Direct Reports	0	Total FTE	1.0
Budget Size	Opex	Capex	
Delegated Authority	HR	Finance	
Date	11/02/2026		
Job band (indicative)	PSA National Health Administration Workers Collective Agreement - PSAD6 \$80,186 - \$91,281		

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

The **Legislation & Compliance Officer** is responsible for development and delivery of excellent customer service experience, which supports manager and employee journey with the Canterbury and West Coast DHBs, while performing key People and Capability Payroll and support tasks, prioritising work, determining project requirements, maintaining People and Capability systems, answering inquiries, and delivering continuous improvements in the employee and customer journey. You will ensure a quality service is provided in areas of expertise by taking an active role in quality activities and being familiar with and applying appropriate organisational and divisional policies and procedures. As part of the senior team in Payroll you are able to work autonomously.

Key Result Area	Expected Outcomes / Performance Indicators
	<ul style="list-style-type: none"> • Calculating work and non-work-related ACC payments. • Providing accurate and prompt information to WellNZ and ACC. • Running multiple pays • Liaising with all HRSS teams to ensure a timely pay run • Loading pay data into the payroll system • Checking reports and audit requirements • Complete year and month end processes i.e.: leave liability, GL, unpaid days, IR filing • Calculating and checking colleagues' calculations for final pays, back payments, overpayments, parental leave payments, cash ups as per the Holidays Act and or different MECA's.

	<ul style="list-style-type: none"> • Co-ordinating, training, and supporting other team members • Answering employee related queries with a confidential and empathetic approach • Good lines of communication and relationships with internal and external clients. • Actively working with other teams to maintain process and consistency. • Completing accurate data entry with deadlines. • Liaise with other CDHB staff, WellNZ and ACC to obtain accurate ACC claim details. • Investigation and resolution of payments • Performing other duties considered to be with the scope of this role, as discussed and agreed with your manager.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Demonstrates awareness of colonisation and power relationships. • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.
Innovation & Improvement	<ul style="list-style-type: none"> • Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. • Models an agile approach – tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	<ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. • Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.

Health & safety	<ul style="list-style-type: none"> • Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place/ followed. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Relationships

External	Internal
<ul style="list-style-type: none"> • General Public • WellNZ • ACC 	<ul style="list-style-type: none"> • HR Shared Services Colleagues • HR Business Partners and HR Advisors

About you – to succeed in this role

You will have

- **Essential:**
 - A relevant graduate and post-graduate qualification.
 - Experience in implementing Te Tiriti o Waitangi in action.
 - Fast and accurate typing skills.
 - Strong attention to detail.
 - Microsoft office suite experience and skills, with strong Microsoft Word and Excel skills.
 - Experience and knowledge of payroll processing.
 - Customer services experience.
 - The understanding of ACC payment legislation.
 - The understanding of the Holidays act.
 - Payroll background
 - Demonstrated ability to maintain appropriate confidentiality.
 - Demonstrated ability to remain calm under pressure.
- **Desired:**
 - Experience in health or related field.
 - Sound organisational, time management and planning skills.

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.