

Position Description | Te whakaturanga ō mahi

Te Whatu Ora | Health New Zealand

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| Title | Payroll Team Leader | | |
| Reports to | Payroll Manager | | |
| Location | Remote | | |
| Department | Payroll, People and Communication | | |
| Direct Reports | 7 | Total FTE | 7.00 |
| Budget Size | Opex | Capex | |
| Delegated Authority | HR | Finance | |
| Date | 20 May 2024 | | |
| Job band (indicative) | SP17 | | |

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 (to be confirmed)

Te Mauri o Rongo is currently being finalised – this section provides an overview of anticipated content. In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

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| Wairuatanga | The ability to work with heart | <i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled".</i> |
| Rangatiratanga | Ensuring that the health system has leaders at all levels who are here to serve | <i>"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"</i> |
| Whanaungatanga | We are a team, and together a team of teams | <i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora"</i> |
| Te Korowai Manaaki | Seeks to embrace and protect the workforce | <i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i> |

About the role

The primary purpose of the role is to:

Lead a group of specialist payroll administrators & general administrators to ensure timely and efficient processing of the Health New Zealand – National payroll and administrative HR activities. To be the quality control point for all payroll outputs and the detection of fraud, risk and compliance.

This involves accurate and timely processing of data coming into payroll. Managing internal and external customer queries. Understanding legislation and Collective agreements that relate to the work done within payroll.

| Key Result Area | Expected Outcomes / Performance Indicators – Position Specific |
|---------------------------------|--|
| Leading the payroll team | <ul style="list-style-type: none"> • Manage the day to day payroll processing including the timeliness and accuracy • Ensure all deadlines are met for query resolutions • Provide support and training to the payroll team • Be an escalation point for any complex queries • Ensure team members are being upskilled and cross skilled to ensure there are no issues in the event of a team members absence • When required be part of the team which has projects that impact on payroll • Work with all other areas of HR to ensure that impacts on payroll are managed and understood • Ensure data verification in Leader is timely • Ensure regular performance conversations are held and any performance issues are managed • Ensure all employees have development plans |
| Data Integrity | <ul style="list-style-type: none"> • Ensure that the data within Leader is accurate and is able to be reported on • Be part of the team who implements and oversees any Leader and Mahi e Taea (UKG Dimensions) configuration changes • Monitor regular exception reporting and address any data anomalies with the team. |

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| <p>Process Improvements</p> | <ul style="list-style-type: none"> • Continuous improvement is seen as a regular part of what the team does and forums are in place to encourage contribution from the wider team on improvement initiatives • Actively look for opportunities to upskill Managers and employees on understanding their role in ensuring payments to employees are correct and timely |
| <p>Risk and Compliance</p> | <ul style="list-style-type: none"> • Ensure that regular checks are completed to detect fraud or areas of risk • Ensure spot checks are completed each pay on system compliance with the Holidays Act 2003, MECA's and internal policies. This is in addition to the checks done by the Systems, Compliance and Customer team. |
| <p>Management of business partnership / relationships</p> | <ul style="list-style-type: none"> • All communication to employees and/or management is complete and delivered in a professional and timely manner. All appropriate authorities are received before any change to an employee's status or conditions of employment is processed. • Developing and maintaining proactive and constructive relationships with internal customers, employees, stakeholders, the wider HR team, Hiring Managers and external organisations ensures that all interaction meets agreed customer service standards. • Working closely and collaboratively with Health New Zealand HR Consultants, recruitment colleagues, AskHR colleagues and the wider HR team to provide a seamless delivery of HR administration for the organisation • Liaison with relevant government bodies and private organisations as required including but not limited to: NZ Immigration Service, NZ Police, Inland Revenue, Labour Department and Professional Registration Boards |
| <p>Contribute to the service overall</p> | <ul style="list-style-type: none"> • Taking ownership of your own professional development with the support of your manager enables on going strengthening of capability, contribution to the service, and job satisfaction. • Ensuring resources are used effectively and that service priorities are met. • Identify and communicate opportunities for continuous improvement, bringing forward ideas for solutions. • A quality customer service focus is applied to all interactions with both internal & external customers. • Compliance with Health & Safety requirements and proactive participation in hazard identification and management. |

| Key Result Area | Expected Outcomes / Performance Indicators – All Te Whatu Ora Leaders |
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| 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 • Willingness to personally take a stand for equity • Supports Māori-led and Pacific-led responses |
| Culture and People Leadership | <ul style="list-style-type: none"> • Lead, nurture and develop our team to make them feel valued • Prioritise developing individuals and the team so Te Whatu Ora has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others • Provides leadership that shows commitment, urgency and is visibly open, clear and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally • Implement and maintain People & Culture strategies and processes that support provide an environment where employee experience, development and performance management drive achievement of the organisation’s strategic and business goals • Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo (the Health Charter, once developed), ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened |
| Innovation & Improvement | <ul style="list-style-type: none"> • Be 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 • Model 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 • Work with peers in 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 |

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| 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 • Taking 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 • Lead, champion, and promote 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 • 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 |

Matters which must be referred to the Payroll Manager, HR Systems, Customer and Compliance

- Any emerging factors that could prevent achievement of the Health New Zealand strategy and business/financial plan at year end
- Any matter that may affect the reputation of the service/s or Health New Zealand
- Any significant risk to the organisation

Relationships

| External | Internal |
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| <ul style="list-style-type: none"> • healthAlliance • External Suppliers • IRD • ACC • Work and Income • Banking provider • ACC • Other Government agencies • MOJ • Superannuation providers | <ul style="list-style-type: none"> • Manager Systems, Compliance and Customer team • Payroll Manager • Payroll Accounting Manager • HR Reporting and Analytics Manager • Manager HR Service Centre • HR Business Partners and managers • AskHR team • Remuneration Advisor • IR/ER Practice Lead • Recruitment Manager • Managers • Employees • Finance • Health New Zealand Districts Payroll Managers and employees |

About you – to succeed in this role

You will have

Essential:

- A commitment to biculturalism
- A commitment to achieving equitable outcomes for Māori
- Extensive people leadership experience
- 10+ years NZ payroll experience
- 5+ years experience in a large complex payroll environment

- 5+ years working in an environment with multiple collective agreements
- Sounds written and oral communication skills
- Commitment to customer service

Desired:

- HR degree or similar
- Previous IR/ER experience
- Previous experience in the NZ health sector
- Previous process improvement experience
- Previous experience with AMS Leader and UKG Dimensions

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
- Demonstrate alignment with Health New Zealand values
- Contribute to team culture and development
- Demonstrate a positive customer mindset
- Have a sound understanding of the Holidays Act 2003 and any other Acts relevant to payroll i.e. Parental Leave Act, Kiwisaver Act, Wages Protection Act Employment Relations Act
- Intermediate knowledge and skills in using Microsoft applications
- Computer literate with experience using online resources/tools
- Proven organisational skills and a strong attention to detail
- Demonstrated experience in adapting to time bound demands & urgent requirements. Including ability to manage workload and priorities
- Able to 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 the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity
- Proven ability to be a team player

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.