

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

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.

Title	Payroll Officer
Reports to	Payroll Team Lead
Location	32 Oxford Terrace Christchurch
Department	Payroll – People and Culture
Date	July 2026
Salary band (indicative)ⁱ	PSA National Health Administration Workers Collective Agreement – PSAA3
Children’s Worker roleⁱⁱ	No

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

The Payroll Officer plays a key role in delivering accurate, timely, and customer-focused payroll services to employees and managers across the Canterbury and West Coast regions. Working as part of the Payroll Team, the role is responsible for processing payroll transactions, maintaining employee records, ensuring compliance with relevant legislation and collective employment agreements, and providing expert payroll advice and support. The Payroll Officer contributes to continuous improvement initiatives, maintains data integrity, and works collaboratively across People and Culture teams to support a positive employee experience.

Payroll Processing and Administration

- Process payroll transactions accurately and within required timeframes.

- Maintain employee data including tax codes, KiwiSaver deductions, union memberships and other payroll-related records.
- Process time and attendance information and undertake payroll validations and audits.
- Calculate and process payments including arrears, parental leave, annual leave cash-ups, and payroll adjustments in accordance with the Holidays Act and applicable collective agreements.
- Investigate and resolve payroll discrepancies and payment enquiries.

Customer and Stakeholder Support

- Respond to employee and manager enquiries in a professional, confidential, and customer-focused manner.
- Provide accurate and timely information to external agencies including ACC, WellNZ, IRD, and Work and Income.
- Build and maintain effective working relationships with internal and external stakeholders.

Quality and Continuous Improvement

- Participate in payroll quality assurance and audit activities.
- Contribute to process improvement initiatives that enhance service delivery and customer experience.
- Ensure compliance with organisational policies, payroll procedures, and legislative requirements.
- Support the training and development of team members as required.

Key Result Area	Expected Outcomes / Performance Indicators
	<ul style="list-style-type: none"> • Self-Aware - Understands personal impact on others and actively develops capability. • Engages Others - Builds trusted relationships and works collaboratively. • Resilient and Adaptive - Maintains effectiveness during change and pressure. • Honest and Courageous - Communicates openly and acts with integrity. • Achieves Results - Demonstrates initiative and accountability for outcomes. • Manages Priorities - Organises work effectively to meet deadlines and objectives. • Curious and Learning-Oriented - Seeks opportunities to improve processes and knowledge.
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Access and Outcomes	<ul style="list-style-type: none"> • Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Access and Outcomes	<ul style="list-style-type: none"> • Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
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. • 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 your manager

- Significant payroll errors or processing risks.
- Potential breaches of payroll legislation or collective agreements.
- Privacy breaches or suspected data security incidents.
- Employee relations matters outside the scope of the role.
- Issues that may impact payroll timeliness or service delivery.

Relationships

External	Internal
<ul style="list-style-type: none"> • General Public • WellNZ • ACC • IRD • Work & Income NZ 	<ul style="list-style-type: none"> • People and Culture Colleagues • HR Business Partners and HR Advisors • Employees • Managers • Data and Digital

About you – to succeed in this role

You will have

Essential:

- Experience in payroll processing and administration, including payroll and workforce management systems
- Sound knowledge of payroll-related legislation, including the Holidays Act.
- Experience providing high-quality customer service in a busy environment.
- Strong attention to detail and data accuracy.
- Proficiency in Microsoft Office applications, particularly Excel and Word.
- Demonstrated ability to maintain confidentiality and exercise discretion.
- Ability to work effectively under pressure and meet deadlines.
- Strong analytical and problem-solving skills, with the ability to investigate and resolve payroll discrepancies.

Desired:

- Experience working within the health sector or another large and complex organisation.
- Experience working with payroll and human resource information systems.
- Knowledge of New Zealand public sector employment agreements and payroll processes.

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.

- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.

Desired:

- Contribute positively to continuous improvement initiatives and organisational change.
- Share knowledge and support capability development across the team.
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ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.