

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	Collective Agreement Implementation Lead		
Reports to	Payroll Manager		
Location	32 Oxford Terrace, Otautahi Christchurch		
Department	Collective Agreement Implementation Team		
Direct Reports	2	Total FTE	1
Budget Size	Opex	Capex	
Delegated Authority	HR	Finance	
Date	01 September 2026		
Salary band (indicative)	PAKS SP17		

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 primary purpose of the role is to lead the successful implementation and monitoring of collective, individual, and derived employment agreement rules within payroll and related systems. The role provides end-to-end leadership of employment agreement implementations, ensuring changes to terms and conditions are translated accurately into systems and processes, delivered within agreed timeframes, and supported by effective stakeholder engagement, quality assurance, monitoring, and post-implementation review.

Key Result Area	Expected Outcomes / Performance Indicators
Employment Agreement Implementation	Successfully delivers employment agreement implementations from planning through to post-implementation support, ensuring agreed requirements, timeframes, resources, and implementation approaches are achieved.
Planning, Coordination and Delivery	Leads end-to-end implementation planning and coordination; establishes delivery teams, clarifies roles and responsibilities, coordinates implementation activity and ensures key sessions,

	communications and implementation requirements are effectively managed.
Payroll, Data and Quality Assurance	Ensures payroll and related systems accurately reflect employment agreement entitlements; facilitates identification of required datasets and tools, undertakes hands-on processing where required, and maintains quality plans and monitoring processes to support accurate employee and union membership data.
Stakeholder Engagement and Customer Focus	Builds and maintains effective working relationships with unions and key internal stakeholders. Maintains clear, timely and professional communication with stakeholders and provides accurate advice and effective resolution of escalated payroll, employment agreement and entitlement enquiries.
Post-Implementation Review and Continuous Improvement	Leads post-implementation reviews, reporting and improvement activities; maintains risk and issues registers and uses implementation insights to strengthen processes, quality, and future employment agreement implementations.

Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	- 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	- 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.
Health & safety	- 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	- 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.

Culture and People Leadership

- Provides visible, effective leadership that aligns people, resources, and effort to organisational priorities and outcomes.
- Builds high-performing teams through coaching, development, succession planning, and a commitment to continuous learning.
- Creates an inclusive and engaging workplace where people are supported to contribute, grow, and succeed.
- Builds trusted relationships with stakeholders and works collaboratively to deliver sustainable outcomes.
- Fosters a culture of accountability, innovation, and continuous improvement, ensuring people and organisational performance support strategic objectives.
- Champions values-based leadership and promotes a positive organisational culture that supports wellbeing, performance, and service excellence.

Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- Significant implementation risks, issues or matters requiring escalation beyond the role's delegated authority.

Relationships

External	Internal
• Union partners • External employment relations advisers/consultants, where applicable	• Payroll Manager • Health NZ National, Regional, and District Payroll Managers/Teams • Payroll and HR Services Teams • HR Reporting and Analytics Team • AskHR • HR Managers and Business Partners • Industrial Relations / Employee Relations/ Remuneration • Finance • Recruitment • Managers and Employees

About you – to succeed in this role

You will have

Essential:

- Proven experience of leading employment agreement implementations, payroll, HR or employment relations teams in a large, complex and diverse service-driven workplace.
- Previous hands-on payroll/HRIS processing experience, and substantial understanding of practical application of employment law and regulations.

- Have strong understanding of the interpretation and application of the Holidays Act 2003, other employment legislation, and relevant HR practices.
- A high level of diplomacy, discretion and interpersonal skills with the ability effectively facilitate collaborative sessions and address sensitive topics.
- Problem solving and critical thinking – the ability to look beyond issues, assess underlying drivers and create sustainable solutions.
- A relevant tertiary qualification in business, HR, or related discipline.
- Proficiency in the use of relevant data analysis and reporting tools such as MS Visio, Excel, Word, and Power BI or other data handling applications.

Desired:

- Experience of the health sector or other large Government sector organisation.
- Experience working in an environment with multiple collective agreements.
- Sound understanding of the Holidays Act 2003, Parental Leave Act, Kiwisaver Act and Wages Protection Act.
- Project management and/or business analysis experience.

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.

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.