

# Job Description

## Payroll Manager

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### Our Organisation

#### Who we are:

IHC is New Zealand's largest community based service provider for people with an intellectual disability. These services are provided by 6000 staff (supported by a large number of volunteers) employed across three wholly owned subsidiaries - IDEA Services Limited, Timata Hou Specialist Services Limited and Accessible Properties Limited.

#### What we are here to achieve:

With a mission to support all people with an intellectual disability to lead satisfying lives, the services provided by IHC are varied and sometimes complex, making IHC a rewarding, challenging and diverse place to work.

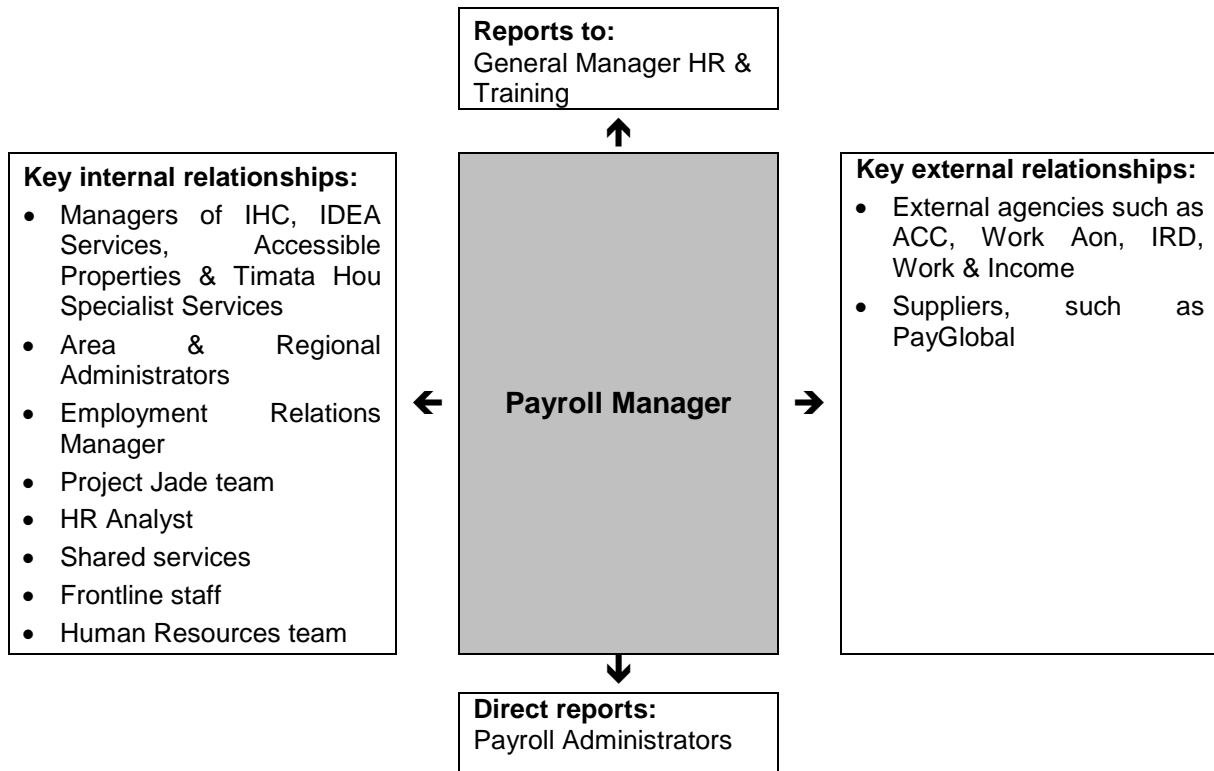
The payroll function provides centralised payroll support across the entire organisation. The objectives of the payroll function are to:

- Provide a high quality and customer centric payroll service to Area Administrators, Managers at all levels, staff and other customers.
- Ensure legislative compliance and quality of data.
- Provide reports and other information which can be used by Managers to improve services and make decisions.
- Contribute to the more efficient and effective use of resources across IHC Services.

### Position Purpose

- Manage the payroll system
- Provide effective and accurate payroll services, ensuring efficient and timely delivery of the IHC payrolls, contractor reimbursements and related activities.
- Ensure payroll service delivery is compliant with relevant legislation and organisational policy, process and employment agreements.
- Generate ideas for improved service provision and system development, and lead the implementation of all approved system & process enhancements
- Support the implementation of new systems and processes, including the Jade Project, Kronos (electronic rostering and timesheets) and ESS (self service module)
- Ensure the service provided by the Payroll team contributes to the reputation of Payroll, and the wider HR group, as an effective, high quality and responsive function
- Lead, coach and grow staff
- Establish positive and effective working relationships with all managers and administrators across the organisation
- This role will also include hands-on payroll processing.

## Key Relationships



## Position Delegations / Financial Responsibilities

<b>Delegated Authority:</b> (operating expenditure)	\$ 500, plus approval of payroll
<b>Other Delegations:</b>	As per IHC delegations manual
<b>Total Budget Responsibility:</b>	\$ None

## Key Responsibilities and Performance Measures

<b>1. Operational Management</b>	
<ul style="list-style-type: none"> <li>Manage payroll to ensure accuracy and compliance</li> </ul>	<ul style="list-style-type: none"> <li>Payroll is delivered on time and is compliant with legislation, policy and employment agreements</li> <li>Data is accurate and complete at all times</li> </ul>
<ul style="list-style-type: none"> <li>Ensure continuous improvement of system and process</li> </ul>	<ul style="list-style-type: none"> <li>Errors are identified and learned from</li> <li>Overpayment register is maintained and monitored</li> <li>Ideas for improvement are proactively generated by the payroll team</li> <li>Implementations are documented and carried out in a structured approach</li> </ul>

<ul style="list-style-type: none"> <li>Monitor staff workloads and outputs to ensure staff are completing their allocated tasks on time and to the standards expected.</li> </ul>	<ul style="list-style-type: none"> <li>Monitoring initiatives are developed and implemented.</li> <li>Strategies to address service delivery issues are promptly identified and implemented.</li> <li>Customers report that the service provided in response to their queries is timely, professional and leads to a resolution.</li> </ul>
<ul style="list-style-type: none"> <li>Carry out the duties of a Payroll Administrator as required to cover staff shortages / high workload.</li> </ul>	<ul style="list-style-type: none"> <li>The Payroll Manager willingly carries out Administrator duties.</li> <li>The Payroll Manager is successfully able to gauge when the team requires assistance.</li> </ul>
<ul style="list-style-type: none"> <li>Link effectively with Project Jade team and support implementation of Jade initiatives</li> </ul>	<ul style="list-style-type: none"> <li>A positive working relationship with Project Jade is maintained</li> <li>Decisions made within Jade are reflective of payroll requirements</li> <li>Payroll administrators are informed and involved regarding changes affecting payroll.</li> </ul>
<ul style="list-style-type: none"> <li>Link with HR Analyst to develop and maintain the reporting framework</li> </ul>	<ul style="list-style-type: none"> <li>Payroll reports are delivered efficiently and meet the need of managers and other stakeholders</li> </ul>
<ul style="list-style-type: none"> <li>Health and safety systems are implemented and regularly monitored to ensure staff are safe from harm.</li> </ul>	<ul style="list-style-type: none"> <li>IHC's health and safety policy and procedures are complied with.</li> <li>All staff are informed of potential hazards and understand the process for preventing hazards, raising identified hazards and reporting injury/incidents.</li> <li>Monitoring mechanisms are in place to assess the effectiveness of the health and safety systems in place and ensure areas requiring improvement can be identified.</li> </ul>
<ul style="list-style-type: none"> <li>Other tasks</li> </ul>	<ul style="list-style-type: none"> <li>Contribute to the overall work of IHC by undertaking such other duties as may be required by the Reporting Officer from time to time</li> </ul>
<b>2. Leadership</b>	
<b>Key Responsibilities</b>	<b>How achievement will be measured</b>
<ul style="list-style-type: none"> <li>Develop and clearly articulate the direction and goals for the team and lead staff to meet these goals.</li> </ul>	<ul style="list-style-type: none"> <li>Staff can articulate the direction and goals of the team.</li> <li>Team and individual plans include goals linked to the overall direction and goals of the service.</li> <li>Staff are meeting the goals in their team and individual plans or where they are not, staff are being</li> </ul>

	coached/developed to meet these goals.
<ul style="list-style-type: none"> <li>Take ownership of and responsibility for the service being provided by the team, ensuring the service being received by all Payroll customers reflects their requirements.</li> </ul>	<ul style="list-style-type: none"> <li>The Payroll Manager is viewed by all customers / as being the driver of service delivery and quality.</li> <li>Monitoring mechanisms have been established to ensure the Payroll Manager is aware at all times of the service being received by customers.</li> <li>All tasks across the payroll function have appropriate depth of cover.</li> </ul>
<b>3. Staff Coaching &amp; Development</b>	
<b>Key Responsibilities</b>	<b>How achievement will be measured</b>
<ul style="list-style-type: none"> <li>Develop/coach staff to ensure they possess the skills and behaviours required to carry out their positions and provide a high quality service.</li> </ul>	<ul style="list-style-type: none"> <li>Staff understand the standards of service provided and what they must do to meet performance expectations.</li> <li>Staff are viewed by customers as possessing the skills required to carry out their positions.</li> <li>Staff know what behaviours are expected of them to represent the service in a positive light and assist the service meet its overall goals.</li> </ul>
<ul style="list-style-type: none"> <li>Model the behaviour and performance expected of staff and implement strategies to reinforce expected behaviour and performance when it is observed.</li> </ul>	<ul style="list-style-type: none"> <li>The Payroll Manager is assessed as performing and behaving in a manner which appropriately represents the direction and goals of payroll</li> </ul>
<ul style="list-style-type: none"> <li>Continuously coach staff to grow their performance past base level competence, raising the overall skill and competence level of staff.</li> </ul>	<ul style="list-style-type: none"> <li>The difficult situations resolved by staff are resolved in an appropriate manner and lead to a positive outcome.</li> <li>All staff have an active development plan</li> </ul>
<b>4. Relationship Building</b>	
<b>Key Responsibilities</b>	<b>How achievement will be measured</b>
<ul style="list-style-type: none"> <li>Develop and maintain positive and effective working relationships with all payroll customers and any external agencies</li> </ul>	<ul style="list-style-type: none"> <li>Customers and external agencies report that an effective working relationship has been established and is being maintained.</li> <li>Customers view the Payroll Manager as a credible and effective resource and a key contributor to the delivery of efficient and effective services.</li> </ul>
<ul style="list-style-type: none"> <li>Provide a high quality customer service experience to all customers</li> </ul>	<ul style="list-style-type: none"> <li>Reports/feedback from customers about the service provided has contributed to the reputation of payroll as an effective, high quality and responsive service.</li> </ul>

	<ul style="list-style-type: none"> <li>Complaints received from customers or external agencies are responded to and solved appropriately</li> </ul>
<b>5. Risk Management</b>	
<b>Key Responsibilities</b>	<b>How achievement will be measured</b>
<ul style="list-style-type: none"> <li>Proactively identify any potential issues or risks before they occur.</li> </ul>	<ul style="list-style-type: none"> <li>Problems are identified before they manifest and are avoided or mitigated</li> <li>Managers receive proactive notification of any potential issues.</li> <li>The reporting manager is kept informed of major issues</li> </ul>
<ul style="list-style-type: none"> <li>Ensure stakeholders are informed of any upcoming system / process changes.</li> </ul>	<ul style="list-style-type: none"> <li>Administrators and Managers are informed of any upcoming changes to systems/processes within a timeframe which will allow them to communicate changes to their staff and raise any potential issues which may result from the planned changes.</li> </ul>
<ul style="list-style-type: none"> <li>Maintain the integrity, security and privacy of payroll information in line with organisational and legislative requirements</li> </ul>	<ul style="list-style-type: none"> <li>Data integrity and security is maintained to the highest degree</li> <li>Payroll Administrators are aware of their responsibilities with regard to privacy of personal information and use best practice in their day-to-day activities</li> <li>Processes are fully documented and system changes are planned and documented</li> <li>Appropriate backups and system maintenance is carried out on a planned basis</li> </ul>

## Person Specification

### Values and Philosophy

*(person in role must operate in a manner which displays)*

- An unequivocal commitment to respecting the rights of people with an intellectual disability.
- A willingness to develop, coach and support staff to ensure their skill/knowledge base continues to grow
- A team player who prioritises working to advance the organisation / their team ahead of themselves.

### Knowledge / Skills / Personal Qualities

Competency	Behaviour
Payroll expertise	<ul style="list-style-type: none"> <li>• A history of achievement in leading a payroll team to deliver high quality payroll services</li> <li>• Understands employment legislation</li> <li>• High level of competence with computerised payroll systems, preferably with PayGlobal experience</li> <li>• Success in leading system change and improvement and the ability to initiate, drive and manage positive change</li> </ul>
Human Resources expertise	<ul style="list-style-type: none"> <li>• Understands payroll from a Human Resources and employment relations context</li> <li>• Connects outcomes with wider Human Resources strategies and goals</li> </ul>
Customer Focus	<ul style="list-style-type: none"> <li>• Meets the expectations and requirements of internal and external customers.</li> <li>• Establishes and maintains effective relationships with customers and gains their trust and respect.</li> </ul>
Quality Decisions	<ul style="list-style-type: none"> <li>• Makes good decisions based upon a mixture of analysis, experience and judgement.</li> </ul>
Directing Others	<ul style="list-style-type: none"> <li>• Establishes and communicates clear directions.</li> <li>• Distributes workload appropriately.</li> <li>• Maintains two-way dialogue with others on work and results.</li> </ul>
Approachability	<ul style="list-style-type: none"> <li>• Is easy to approach and talk to.</li> <li>• Builds rapport well and is a good listener.</li> </ul>
Developing Direct Reports and Others	<ul style="list-style-type: none"> <li>• Holds frequent development discussions and provides constructive feedback to staff.</li> <li>• Works with staff to construct development</li> </ul>

	plans to meet mutual goals.
Managing Diversity	<ul style="list-style-type: none"> <li>• Can work / relate effectively with all races, nationalities, cultures, ages and sexes</li> </ul>
Priority Setting	<ul style="list-style-type: none"> <li>• Spends time on what is important.</li> <li>• Eliminates roadblocks and creates focus.</li> </ul>
Problem Solving	<ul style="list-style-type: none"> <li>• Uses common sense, logic and analysis to identify the core issue causing the problem.</li> <li>• Probes all possible sources to identify a solution, looking beyond the obvious and not stopping at the first possible solution.</li> <li>• Uses all information gathered to identify the best solution to solve the problem, consulting with others as required but owning the problem until resolved.</li> </ul>
Dealing with Ambiguity	<ul style="list-style-type: none"> <li>• Can effectively cope with change.</li> <li>• Can decide and act as required without having the total picture.</li> </ul>
Written and Verbal Communication	<ul style="list-style-type: none"> <li>• Is able to communicate clearly and succinctly in a variety of communication settings and styles and to a variety of audiences.</li> <li>• Can get messages across that have the desired effect.</li> </ul>
Working Autonomously	<ul style="list-style-type: none"> <li>• In most situations is able to perform to expected standards with little support / guidance.</li> <li>• An independent self starter.</li> <li>• Anticipates work to be done without having to be told. The work identified is the right work and is completed in the correct way.</li> </ul>

## Experience

*(Person in role must have previously worked in the following sector or organisation and/or with the following people or situations)*

- Proven experience in successfully leading a payroll team to deliver a high quality and respected service.
- Proven ability in using technology systems (particularly Microsoft Word and Excel at an expert level / to complete complex tasks).
- Proven experience in building successful working relationships with staff from across an organisation, including middle and senior managers.
- Experience with wider aspects of Human Resources – for example, employment relations, recruitment etc

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## Disclaimer:

The above statements are intended to describe the general nature and level of work to be performed by the position holder. They should not be considered an exhaustive list of all responsibilities, duties, or skills required of the position holder. From time to time, the position holder may be required to perform duties outside of their normal responsibilities as needed. This job description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation.