

STATEMENT OF ACCOUNTABILITY

Payroll Officer

TEAM

Payroll team

ROLE TITLE

Payroll Officer

REPORTS TO

Payroll Team Lead

OUR CULTURE

At our DHB, we are committed to putting people at the heart of all we do, so that we are all supported to deliver world class healthcare to our communities. This means we all behave with honesty, integrity and courage; doing the right thing by each other and our communities. We demonstrate care and concern for our own and others wellbeing. We believe that diversity and inclusion is critical to ensure we deliver the best care for our diverse communities. Therefore, we always respect and value everyone's differences. When making decisions we consider and seek a diverse range of viewpoints especially those from minority groups. We acknowledge New Zealand as a bicultural nation and support and respect the integration of Tikanga Māori and Te Reo Māori at work.

OUR TEAM ACCOUNTABILITY

As a member of the Payroll Team, this role has shared accountability for:

- **Engaging** the People and Capability team, the Canterbury District Health Board, the West Coast District Health Board and our health systems to build a more educated and effective health system.
- **Growing** knowledge and understanding of the HR processes and procedures within People and Capability team and wider Canterbury and West Coast DHBs.
- **Building** the service capability of the People and Capability Payroll function to deliver service in a people-centric way and the develop capability to do it effectively and efficiently.
- **Communicating** in order that within the People and Capability team, the wider People & Capability function, the Canterbury DHB, West Coast DHB and our health systems, everyone remains aligned with and informed about our plans, priority and progress.

MY ROLE RESPONSIBILITY

The **Payroll 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.

Specifically, the role is responsible for:

- Providing accurate and prompt information to WellNZ and ACC.
- Liaising with all HRSS teams to ensure a timely pay run
- Checking reports and audit requirements
- Process and maintain time in attendance data

- Setting up employee's tax code changes, Kiwisaver, union deductions etc
- Calculating back payments, overpayments, parental leave payments, cash ups as per the Holidays Act and or different MECA's.
- 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.
- Investigation and resolution of payments
- Performing other duties considered to be with the scope of this role, as discussed and agreed with your manager.

MY CAPABILITY

To be effective and succeed in this role it is expected the person will have the following proven capabilities:

- **Self-Aware** - Understands their impact on others and strengthen personal capability over time.
- **Engaging others** - Connect with people; to build trust and become a leader that people want to work with and for.
- **Resilient and Adaptive** - Show composure, resolve, and a sense of perspective when the going gets tough. Helps others maintain optimism and focus.
- **Honest and Courageous** - Delivers clear messages and makes decisions in a timely manner; to advance the longer-term best interests of the people we care for.
- **Achieving Goals** - Demonstrate drive, optimism, and focus; to make things happen and achieve outcomes.
- **Managing Work Priorities** - Plan, prioritise, and organise work; to deliver on short, medium and long-term objectives across the breadth of their role.
- **Curious** - Seeks and integrates ideas, information, and different perspectives.

Qualifications, experience, knowledge and skills:

- 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 the Holidays act.
- Payroll background
- Demonstrated ability to maintain appropriate confidentiality.
- Demonstrated ability to remain calm under pressure.

Desirable

- Experience in health or related field.
- Sound organisational, time management and planning skills.

MY RELATIONSHIPS TO NURTURE

Internal

- HR Shared Services Colleagues
- HR Business Partners and HR Advisors
- Employees from Canterbury DHB
- Managers from Canterbury DHB

External

- General Public
- WellNZ
- ACC
- IRD
- Work & Income NZ

OUR WELLBEING, HEALTH AND SAFETY

At our DHB, we're committed to promoting a culture where our people's wellbeing, health and safety is at the core of everything we do. We're committed to a healthy and safe working

environment to enable everyone to return home safe and well every day. We're driving for a positive, inclusive, engaging culture where our people feel safe and engaged in their work.

We know that it's important to look after yourself, in order to provide the best possible care to our community. We are all responsible for the health and safety of ourselves and each other. We need to work together to ensure wellbeing, health and safety risks do not put our people at risk of harm.

**MY CLINICAL
CAPABILITIES**

Not applicable