

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Payroll Application Support & Organisational Structure Administrator			
Reports to	Manager – Payroll Technical Services			
Location	Nelson – Richmond Health Hub			
Department	Technical Support Administration			
Direct Reports	Nil		Total FTE	1.0
Budget Size	Opex	Nil	Capex	Nil
Delegated Authority	HR	Nil	Finance	Nil
Date	December 2025			
Job band (indicative)	5			

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

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – 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.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

- Work with Payroll & Human Resources members to ensure accurate management of the organisational and workplace structures in the payroll system.
- Ensure correct and timely execution of structure changes.
- Manage access and permission levels on all payroll applications, ensuring that the appropriate level of access is granted to relevant Health NZ – Nelson Marlborough employees.

Key Result Area	Expected Outcomes / Performance Indicators
Maintaining Position Details	<ul style="list-style-type: none"> • Maintains the organisational structure within systems and updates changes as received. • Updates any cost centre changes that are received from finance • Maintains organisational unit structure codes to ensure accuracy of hierarchical management reports. • Works with Human Resources team to ensure all relevant information is provided for organisational restructures • Train the People & Capability team on what information is needed to ensure data is correct. • Ensures managers can understand organisation structure. • Reviews forms that determine what is used for the organisational structure.

	<ul style="list-style-type: none"> • Resolves issues for the employee's reporting lines with respect to their current place in the structure and the changes required to them in all HR systems. • Assess PD's and assign ANZSCO codes to all positions. • Performs system testing for any changes impacting on the organisational structure. • Completes changes in line with appropriate documentation provided. • Ensures managers have correct security access to cost centres when starting or moving positions. • Manages delegations of managers as required.
Workplace Structure	<ul style="list-style-type: none"> • Completes any changes to workplace structure, following the correct procedure. • Maintains workplace information within the payroll application to ensure the accuracy of location information is maintained.
Relationship Management	<ul style="list-style-type: none"> • Provides an effective, customer focused service on a day-to-day basis. • Acts as point of contact for AMS PULSE, organisation structure or access issues. • Is an effective member of the payroll and technical team.
Professional Development	<ul style="list-style-type: none"> • Participates in annual performance reviews and process of performance goals and identifying areas for professional development. • Undertake identified personal development with prior approval. • Demonstrate awareness and excellent knowledge of legislation. • Maintain detailed understanding of all relevant employment contracts. • Maintain an intermediate level understanding of legislation and employment contract compliance as a minimum.
Quality Improvement	<ul style="list-style-type: none"> • Participates in service improvement initiatives with stakeholders • A quality customer focused service is always provided, using best practice. • Contribute to and provide recommendations for ongoing quality improvement activities. • Participate in projects as requested. • Ensure quality improvement systems are used to reflect best practice. • Identifies additional enhancements available for end users to improve service provided.
General	<ul style="list-style-type: none"> • All other additional duties, as negotiated with your manager, are performed in an efficient manner, to the required standards and within a negotiated timeframe.

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. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.
Innovation & Improvement	<ul style="list-style-type: none"> • Is 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. • Models 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. • Works with peers in Hauora Māori Service and 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.
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/ followed. • 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 MANAGER – PAYROLL TECHNICAL SERVICES

- Nil.

Relationships

External	Internal
<ul style="list-style-type: none"> • Nil. 	<ul style="list-style-type: none"> • Nil.

About you – to succeed in this role

You will have

Essential:

- A relevant graduate and post-graduate qualification.
- Experience in implementing Te Tiriti o Waitangi in action.
- Experience in delivering on customer service.
- Experience in individual and team training desirable with a demonstrated ability to deliver training that results in the transfer of learning to the workplace.
- A proven background in the administration and technical support of business information systems.
- Quality Control Process Improvement.
- Ability to develop effective interpersonal relationships.
- Experience in Payroll HRIS system.
- Demonstrated ability in application management.
- Ability to relate collaboratively with a wide range of health professions at many levels.
- Knowledge and experience of information technology.
- Experience in system management desirable.
- Experience reporting on key performance indicators.
- Demonstrated specialist knowledge of information system support lifecycles and methodologies.
- Ability to define training objectives aligned with business processes and business requirements.
- Intermediate / Advanced knowledge of Microsoft Office applications ie: Word, Excel, PowerPoint, and Outlook.
- Keeps up to date with available information technology relevant to position.
- Understands and complies with Health NZ Information Technology policies.
- An understanding of the principles of the Treaty of Waitangi and how they affect the work of the board.
- A flexible proactive attitude to goal achievement.
- Innovative and flexible.
- Energetic and able to motivate others.
- Able to think clearly, self-manage and manage own workloads well.
- Ability to work under pressure.
- Interpersonal skills with the ability to communicate clearly.
- Able to assess situations, make quick appropriate decisions

and give clear accurate directions.

- Commitment to personal and professional standards.
- Demonstrated commitment to quality service provision.
- Team player with 'can do' attitude.
- Demonstrated customer service experience.

Desired:

- Nil.

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.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- 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 a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

Desired:

- Nil.

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.