

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

Title	Payroll Officer			
Reports to	Payroll Manager			
Location	Richmond Health Hub, Oxford Street, Tasman			
Department	Enabling			
Direct Reports	Nil		Total FTE	
Budget Size	Opex	Nil	Capex	Nil
Delegated Authority	HR	Nil	Finance	Nil
Date	May 2026			
Salary band (indicative)*	Administration Workers Collective Agreement Band 4A, Step 1 to Step 6			

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:

Provide a high quality, customer focused and efficient Payroll process ensuring accuracy and timeliness of payments and optimum use of the HRIMS (LEADER).

Manage quality Improvement processes within the Payroll department to ensure all Payroll processes reflect best practice.

Key Result Area	Expected Outcomes / Performance Indicators
Employee Maintenance – new and existing employees	<ul style="list-style-type: none"> • Ensure that all details for new and existing employees within portfolio departments are maintained accurately and in accordance with appointment letters • Ensure that all entitlements are loaded correctly as per legislation and employment agreements • Ensure that all master file changes are processed within 24 hours of being received in Payroll and as per checklists ensure that all entitlements are updated accordingly • Ensure that correct documentation and authority is received with requests to process any maste file changes.
ACC Management	<ul style="list-style-type: none"> • ACC is managed appropriately for all employees ensuring accurate and timely payments are processed and are in accordance with legislation and relevant employment agreement

	<ul style="list-style-type: none"> • Good communications are maintained with ACC offices to ensure accurate information is provided in a timely manner. • Paperwork is kept up to date and filed appropriately. • Regularly review processes to ensure they are in line with current legislation and best practise. • Keep process documentation up to date to ensure colleagues can manage the process when absent and provide regular training/refreshers to colleagues on changes to the process.
Payroll Processes	<ul style="list-style-type: none"> • Adheres to timeframes as per payroll process checklist and advises Payroll Manager of any issues well prior to any agreed deadline ensuring a timely and accurate pay run process • Accurately checks exception reports in line with roster in ACTOR and relevant employment agreement for portfolio departments and advises approving Managers of changes to be made. • Report all Time & Attendance rule issues via issues register in accordance with payroll process checklist • Ensures that ACTOR is maintained accurately to reflect employee changes and terminations, ensuring employees are removed when resigned, or appointed to a different location within the DHB • Communicate all changes in management to Application Administrator to ensure security is updated accordingly • Ensures all data coming into LEADER is accurate and correct • Provides cover for colleagues when absent • Ensures that external reports are sent out within 24 hours of pay closing off • Ensure electronic authorisation of all shifts in accordance with delegated financial authority.
PAYE	<ul style="list-style-type: none"> • Ensure that PAYE is filed in accordance with IRD regulations. • Ensure that all required paperwork is filed appropriately. • Ensure that all issues report from IRD are dealt with immediately.
Overpayments	<ul style="list-style-type: none"> • Ensure that initial communication regarding an overpayment is sent out within 24 hours of pay run. • Ensure that all overpayments are processed and recovered in accordance with legislation and overpayments policy. • Manage communication to employees and their managers when an overpayment has occurred. • Regularly audit overpayments for your staffing portfolio and ensure appropriate action is taken to recover outstanding overpayments.

<p>General Office Functions</p>	<ul style="list-style-type: none"> • Participate in roster for management of Help Desk and TrackIt acting as the primary point of contact for all employees and managers ensuring professionalism at all times. • Promptly investigates issues reported, escalating when appropriate • All filing is cleared away and filed on a fortnightly basis.
<p>Continuous Quality Improvement throughout Payroll</p>	<ul style="list-style-type: none"> • Contribute to and provide recommendations for ongoing quality improvement activities. • Participate in projects as requested. • Provide regular reporting on deliverables. • Ensure quality improvement systems are used to reflect 'best practice'. • Build and maintain processes for the links between HR, Business Support, Finance, L&D and IT to ensure communication and quality workflow between departments • Maintain and continuously improve the Payroll website. • User handbooks are maintained on the HR Kiosk and the module on iLearn is maintained and updated as appropriate.
<p>To maintain effective relationships with colleagues and other staff</p>	<ul style="list-style-type: none"> • Provide an effective, customer focused service on a day to day basis • Support is given to the Payroll, Finance and Human Resource team • Provide cover for colleagues as required • Be an effective member of the Payroll Team
<p>Professional & Personal Development</p>	<ul style="list-style-type: none"> • 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 • Participates in annual performance review process including review of performance goals and identification of areas for professional development.
<p>Compliance / Risk Management</p>	<ul style="list-style-type: none"> • Comply with all relevant policies at all times • Ensure that all requests processed comply with relevant policies, legislation & relevant employment agreement at all times • Ensure non-compliance with relevant policies, legislation and/or employment agreements are escalated immediately to Payroll Manager • Identify & remedy and health and safety hazards • Ensure all incidents are reported immediately via the appropriate forum.

General	<ul style="list-style-type: none"> All other additional duties 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. 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. Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.

	<ul style="list-style-type: none"> Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.
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Matters which must be referred to the Payroll Manager:

- Any matters that may have reputational damage.

Relationships

External	Internal
<ul style="list-style-type: none"> IRD ACC Unions 	<ul style="list-style-type: none"> [insert internal relationships] Payroll Officers Application Administration team HR Coordinators Team Leaders/Managers Other Health NZ Staff

About you – to succeed in this role

You will have

- Essential:**

Qualifications

- Diploma in Information Management desirable
- Intermediate level NZPPA Payroll Skills assessment
- Current driver's license

Experience

- Experience in delivering on customer service.
- Ability to develop effective interpersonal relationships.
- Minimum 6 years' experience in end to end Payroll / Rostering environment.
- Quality Control Process Improvement.
- Ability to relate collaboratively with a wide range of health professions at many levels of information technology knowledge and experience.

Knowledge and Skills

- Intermediate knowledge of Microsoft Office applications i.e. Word, Excel and Outlook
- Keeps up to date with available information technology relevant to position
- Keeps up to date with legislative changes
- 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.

Personal Attributes

- 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
- Excellent time management skills
- 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 play with 'can do' attitude
- Demonstrated customer service experience
- **Desired:**
- Experience in implementing Te Tiriti o Waitangi in action.

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.
- With the support of Health NZ, proactively take care of your own health and safety, to ensure a safe and supportive work environment.
- 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.

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.

**The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.*