

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	Payroll Controller
Reports to	Payroll Manager
Location	Oxford Street, Richmond, Tasman
Department	Payroll – Enabling, People and Culture
Date	05 August 2026
Salary band (indicative)ⁱ	Administration Workers Collective Agreement Band 7
Children's Worker roleⁱⁱ	No

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:

Provide advanced payroll expertise, control, and assurance to support the accurate and timely delivery of payroll services within the Nelson Marlborough region, as part of Health New Zealand's national payroll operating model.

The role focuses on ensuring compliance, maintaining robust payroll controls, and providing specialist advice on complex payroll matters, including Holidays Act interpretation and collective agreement application. The Payroll Controller contributes to a consistent, standardised national payroll service and plays a key role in identifying risks, improving processes, and ensuring data integrity across systems.

Key Result Area	Expected Outcomes / Performance Indicators
Payroll Delivery & Assurance	- Oversee, validate, and ensure the accurate and timely delivery of payroll services in line with national schedules and service expectations. - Manage importing of timesheets. - Processing of payrun both main and any adjustment runs. - IR filing. - Ensure payroll processing complies with all relevant legislation, including PAYE, KiwiSaver, and Holidays

	Act requirements. • Review and reconcile payroll data, identifying discrepancies and ensuring timely and accurate resolution. • Support end-to-end payroll processes, including new starters, terminations, leave calculations, and allowances, with a focus on quality and accuracy. • Deliver payroll services in alignment with nationally standardised processes, controls, and systems. • Undertake and process Holidays Act Remediation Payments with full engagement with the National Portal and National Team, including liaison and coordination with the local payroll team.
Technical Expertise	• Provide specialist advice on complex payroll queries, including IRD, superannuation and payrun end reports. • Ensure accurate application of Holidays Act provisions, including supporting remediation, validation activities, and ongoing compliance assurance. • Act as a subject matter expert for payroll systems, legislation, and organisational policies. • Resolve escalated payroll issues and support consistent decision-making across the national payroll function. • Ensure high-level application of Superannuation requirements and the ability to resolve questions.
Systems and Data Integrity	• Ensure the integrity and accuracy of payroll data across integrated systems (e.g., payroll, rostering, and time & attendance systems). • Identify and resolve data discrepancies at source, working with upstream stakeholders where required. • Participate in system testing, upgrades, and national payroll initiatives. • Undertake and lead root cause analysis to identify underlying issues and implement sustainable solutions.
Continuous Improvement	• Lead and contribute to continuous improvement initiatives to enhance payroll processes, controls, and service delivery. • Identify opportunities for standardisation, automation, and efficiency within Southern, and aligned to the national payroll model. • Support the development and maintenance of payroll documentation and procedures.
Stakeholder Engagement	• Build and maintain effective working relationships with People & Culture, Finance, and operational stakeholders. • Provide clear, professional, and timely communication on payroll matters. • Support resolution of payroll queries and issues, ensuring a high level of customer service.
Team Contribution	• Work collaboratively within the national payroll team to support consistency and shared ways of working.

	• Contribute to team capability through knowledge sharing, coaching, and support. • Provide cross-team support during peak periods or where required to maintain service delivery. • Deputise in the absence of the Payroll Manager.
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.

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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.
- Systemic payroll errors or control failures.
- High-value or high-volume discrepancies.
- Complex or unresolved employee cases.
- Risks to payroll timeliness or service delivery.
- Compliance breaches or audit concerns.
- System or data integrity issues.
- Escalation must occur in a timely manner to minimise financial, operational, and reputational risk.

Relationships

External	Internal
• IRD • Auditors • Vendors	• Payroll Services • P&C • Finance, & Digital • Operational Managers & Leaders

About you – to succeed in this role

You will have

Essential:

- 3+ years proven experience in payroll within a complex, high-volume environment.
- Experience interpreting employment and collective agreements.
- Strong knowledge applying New Zealand payroll legislation, including Holidays Act.
- Experience working with payroll systems and integrated workforce systems.

Desired:

- Experience in the public sector and/or health sector.
- Experience working in environments with complex rostering, allowances, and workforce arrangements.
- Relevant payroll qualification (e.g., NZPPA) or equivalent 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.

Desired:

- [Strong knowledge of payroll legislation and compliance requirements.
- High level of accuracy and attention to detail.
- Strong analytical and problem-solving skills.
- Ability to identify risk and implement effective controls.

- Excellent communication and stakeholder engagement skills.
- Ability to manage competing priorities and meet deadlines.

Capabilities

- Demonstrates commitment to organisational values and Te Tiriti o Waitangi.
- Takes ownership and accountability for outcomes.
- Works collaboratively across teams and functions.
- Applies critical thinking to complex payroll issues.
- Continuously seeks improvement and innovation.

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.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.