Capital & Coast District Health Board
ŪPOKO KI TE URU HAUORA

<table>
<tr><td colspan="2">**Role Description**</td></tr>
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Position: **Payroll Systems Analyst**

Service / Directorate: **Payroll Services**
Corporate Support Services

Responsible to: **Payroll Business Improvement Lead**

Our Mission:
Together, Improve the Health and Independence of the People of the District

Our Vision
Better Health and Independence for People, Families, and Communities

Our Values:
- Focusing on people and patients
- Innovation
- Living the Treaty
- Professionalism
- Action and excellence

Organisation Perspective
Capital & Coast District Health Board receives funding to improve, promote and protect the health of the people within Wellington, Porirua and Kapiti region. We have an annual budget of more than $1 billion which we use to deliver health services directly and as well as contacting external providers, such as general practices, rest homes, and pharmacists, to provide care.

Our district health board is the sixth largest in New Zealand with just over 300,000 people living in the district. We are also the leading provider of a number of specialist services, including neurosurgery, oncology, neonatal intensive care, and specialised mental health services, for the upper South and lower North Islands.

We operate the Wellington Regional Hospital, Kenepuru Hospital in Porirua, Kapiti Health Centre in Paraparaumu, and a large mental health campus based at Porirua. We also provide

a range of community-based services including district nursing, rehabilitation services, social work, alcohol and drug services, and home support services. Over 4,300 full-time equivalent staff work at Capital & Coast District Health Board.

Our District Health Board (DHB) is one of 20 DHBs established under the New Zealand Health and Disability Act 2000. DHBs are required to plan and deliver services regionally, as well as in their own individual areas. DHB objectives include:

- Improving, promoting and protecting the health of people and communities
- Promoting the integration of health services, especially primary and secondary care services
- Seeking the optimum arrangement for the most effective and efficient delivery of health services in order to meet local, regional, and national needs
- Promoting effective care or support of those in need of personal health services or disability support
- Promoting the inclusion and participation in society and the independence of people with disabilities
- Reducing – with a view toward elimination of – health and outcome disparities for Māori and between other populations groups

Directorate Perspective
The Directorate of CSS provides clinical support services throughout the hospital. This includes patient administration, pharmacy, radiology, emergency management, property and maintenance services, security orderly service, food, cleaning and waste management services, facilities and engineering, central equipment pool, service operations, payroll and transport.

Team Perspective
CCDHB Payroll framework is to manage all payroll process operations, in order to guarantee proper application to the Executive Leadership Team decisions and all organisational policy and statutory legislation.
- We are to deliver value to our clients and stakeholders.
- We do what we say and own what we do.
- We support our colleagues and behave in goodwill towards others
- We use resources wisely to create better value
- Working with others from the start is critical to our success
- We are open to debate and testing our ideas
- We take pride in the CCDHB and the work we do
- We pay people accurately and on time

Purpose of the role:
This role is responsible for providing accurate payroll data and analysis that enable managers to take a more effective and pro-active control of their people delegations.

That the payroll applications: ACTOR, Leader, Kiosk and Cherwell are thoroughly tested for all enhancements and/or upgrades, which are then fully documented to a high standard. Assist with the MECA implementations as required.
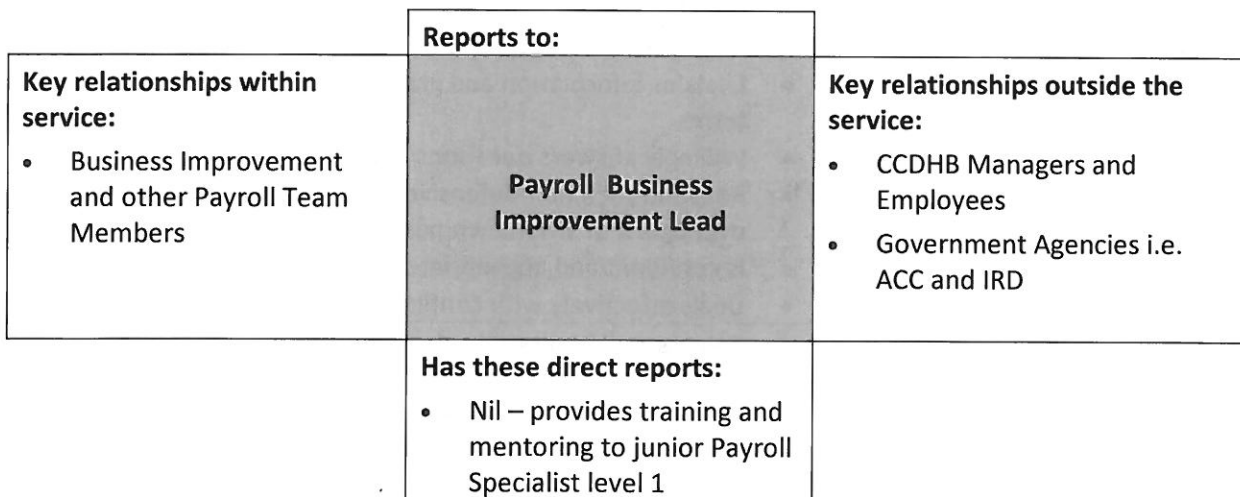
Key Accountabilities

Key Accountability	Deliverables / Outcomes	Key Performance Indicators / Measures
Reporting	• Provides payroll reports that are client-focused, responsive and supports management decision-making • Delivers suite of regular standard reports, while continuously evaluating for possible enhancements and development • Contributes to all payroll systems and process improvements needs	• Feedback from Team Leaders and Managers • Regular reports developed and produced on time • Ongoing refinement and development plans in place • Evidence of contribution to systems and process improvements
Analysis	• Analysis identifies patterns and trends of areas for improvement, management focus as well as illustrative of organisational effectiveness • Provide effective business and information analysis on Payroll data for the team.	• Evidence that measuring and analysis leads to reports that provide data for improvement and management reports • Feedback from Customer • Timely and accurate analysis is provided to peers
Support System Administration	Provide technical advice to payroll team on • Development and maintenance of the Payroll Information Systems • Monitor and control security and access to the Payroll Information systems. • Develop and Maintain Payroll Information system user manual and information on the Intranet • Maintain and update the access capability and content as required • Identify risks, participates in audits and risk minimization activities and complies with the C&C DHB reportable events policy Provide back as necessary to cover leave	Evidence that support has been provided which ensures • the Payroll system is maintained accurately and complies with Legislative and contractual requirements • Feedback from customer • Evidence that payroll system manuals and information is up to date and easily accessible • Evidence of regular user Audit practices and that correct user access processes are being followed • Risk register is maintained Systems and processes changes are well documented

Key Accountability	Deliverables / Outcomes	Key Performance Indicators / Measures
System configuration	- Maintain a sound knowledge of system configuration and the impacts of changes to this - Support the documentation on system configuration - Support the implementation of new functionality as required - Test the system as required re new functionality and impact in reporting	Share your knowledge with the project and business improvement teams.
Training and Support	- Provide training and support to payroll Systems users - Develop training manuals and processes to support the systems and the users	- Feedback that users understand and have confidence to work with the payroll Systems - Payroll systems training manuals are up to date - Training records template is up to date
Data integrity	- Conducts audits in accordance with guidelines and payroll testing controls - Assist with the development of system and business processes to ensure the integrity, completeness and confidentiality of payroll data - Risk Identification and provision of mitigation plans including advising of any potential internal operational conflicts and issues	- Evidence that accurate data is maintained and processes followed - Risk register is maintained - Feed back from customer
Team Work	- Support the development and operation of a strong customer service culture - Participate and provide expert knowledge in MECA implementations	- Feedback from team members and stakeholders - Evidence of working collaboratively
Quality & Risk	Actively contributes to continuous quality improvement activities within the service	- Participation in quality improvement activities - Participate in service risk minimisation activities

Key Accountability	Deliverables / Outcomes	Key Performance Indicators / Measures
Health, Safety and Environment	• Complies with responsibilities under the Health and Safety in Employment Act 1992. • Monitors staff wellness and sick leave and manages outstanding sick leave issues. • Ensures hazard and risk register is maintained and up to date.	• Has read and understood health and safety policy and procedures. • Actively supports and complies with health and safety policy and procedures. • Health and Safety is included in team meetings. • Actively participates in the hazard management and identification process. • Proactively reports and remedies any unsafe work condition, accident or injury

Key Relationships

Key relationships within service:	Reports to:	Key relationships outside the service:
• Business Improvement and other Payroll Team Members	**Payroll Business Improvement Lead**	• CCDHB Managers and Employees • Government Agencies i.e. ACC and IRD
	Has these direct reports: • Nil – provides training and mentoring to junior Payroll Specialist level 1	

Competencies

Competency	Behaviours
Customer Focus	• Is dedicated to meeting the expectations and requirements of customers • Gets first-hand customer information and uses it for improvements to service • Acts with customers in mind
Priority Setting	• Spends time and the time of others on what's important • Able to assess what the 'trivial many' are and focus on the 'critical few' • Can quickly sense what will help or hinder in accomplishing a goal • Eliminates roadblocks • Creates focus
Takes Responsibility	• Is results focussed and committed to making a positive difference • Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected • Adjusts work style and approach to fit in with requirements • Perseveres with tasks and achieves objectives despite obstacles • Is reliable - does what one says one will • Consistently performs tasks correctly - following set procedures and protocols
Drive for Results	• Can be counted on to exceed goals successfully • Focussed on achieving payroll team goals • Sets an example that encourages others to drive for desired results
Communication	• Practises active and attentive listening • Explains information and gives instructions in clear and simple terms • Willingly answers questions and concerns raised by others • Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged • Is confident and appropriately assertive in dealing with others. • Deals effectively with conflict
Interpersonal savy	• Relates well to all kinds of people – inside and outside the organisation • Builds constructive and effective relationships • Uses diplomacy and tact • Can diffuse even high-tension situations comfortably

Other aspects of capability not covered by the above competencies

a) **Knowledge and Experience:**
   • This is an entry level position and does not require specific knowledge or experience in Payroll
   • Strong numeracy combine with strong written and verbal communication skills

- Knowledge of Microsoft office word and excel

b) **Essential Attributes/Professional Qualifications / Accreditations / Registrations:**
   - Ability to take ownership, accountability and responsibility for the role
   - Ability to multitask and work in a fast-paced environment
   - Demonstrates an eye for detail, accuracy, and problem solving
   - Team player, fosters open dialogue, creates a feeling of belonging in the team

c) **Someone well-suited to the role will place a high value on the following:**
   - Being highly professional in their conduct
   - Taking ownership and responsibility for own work and actions