

Position Description | Te whakaturanga ō mahi

Te Whatu Ora | Health New Zealand

Title	Payroll Team Leader		
Reports to	Payroll Manager		
Location	Queens Drive Lower Hutt		
Department	Payroll, People and Communication		
Direct Reports	7	Total FTE	7.00
Budget Size	Opex	Capex	
Delegated Authority	HR	Finance	
Date	01 July 2025		
Job band (indicative)	PSA Admin Band 7		

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

About the role

The primary purpose of the role is to:

Lead a group of specialist payroll administrators to ensure timely and efficient processing of the Health New Zealand – Hutt Valley District payroll and administrative HR activities. To be the quality control point for all payroll outputs and the detection of fraud, risk and compliance.

This involves accurate and timely processing of data coming into payroll. Managing internal and external customer queries. Understanding legislation and Collective agreements that relate to the work done within payroll.

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
Leading the payroll team	<ul style="list-style-type: none"> • Manage the day to day payroll processing including the timeliness and accuracy • Ensure all deadlines are met for query resolutions • Provide support and training to the payroll team • Be an escalation point for any complex queries • Ensure team members are being upskilled and cross skilled to ensure there are no issues in the event of a team members absence • When required be part of the team which has projects that impact on payroll • Work with all other areas of HR to ensure that impacts on payroll are managed and understood • Ensure data verification in the payroll system is timely • Ensure regular performance conversations are held and any performance issues are managed • Ensure all employees have development plans
Data Integrity	<ul style="list-style-type: none"> • Ensure that the data within the Payroll system is accurate and is able to be reported on • Be part of the team who implements and oversees any payroll system) configuration changes • Monitor regular exception reporting and address any data anomalies with the team.
Process Improvements	<ul style="list-style-type: none"> • Continuous improvement is seen as a regular part of what the team does and forums are in place to encourage contribution from the wider team on improvement initiatives • Actively look for opportunities to upskill Managers and employees on understanding their role in ensuring payments to employees are correct and timely
Risk and Compliance	<ul style="list-style-type: none"> • Ensure that regular checks are completed to detect fraud or areas of risk • Ensure spot checks are completed each pay on system compliance with the Holidays Act 2003, MECA's and internal policies. This is in addition to the checks done by the Systems, Compliance and Customer team.
Management of business partnership / relationships	<ul style="list-style-type: none"> • All communication to employees and/or management is complete and delivered in a professional and timely manner. All appropriate authorities are received before any change to an employee's status or conditions of employment is processed. • Developing and maintaining proactive and constructive relationships with internal customers, employees, stakeholders, the wider HR team, Hiring Managers and external organisations ensures that all interaction meets agreed customer service standards. • Working closely and collaboratively with Health New Zealand HR Consultants, recruitment colleagues, AskHR colleagues and the wider HR team to provide a seamless delivery of HR administration for the organisation

	<ul style="list-style-type: none"> Liaison with relevant government bodies and private organisations as required including but not limited to: NZ Immigration Service, NZ Police, Inland Revenue, Labour Department and Professional Registration Boards
Contribute to the service overall	<ul style="list-style-type: none"> Taking ownership of your own professional development with the support of your manager enables on going strengthening of capability, contribution to the service, and job satisfaction. Ensuring resources are used effectively and that service priorities are met. Identify and communicate opportunities for continuous improvement, bringing forward ideas for solutions. A quality customer service focus is applied to all interactions with both internal & external customers. Compliance with Health & Safety requirements and proactive participation in hazard identification and management.
Key Result Area	Expected Outcomes / Performance Indicators – All Te Whatu Ora Leaders
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 Willingness to personally take a stand for equity Supports Māori-led and Pacific-led responses
Culture and People Leadership	<ul style="list-style-type: none"> Lead, nurture and develop our team to make them feel valued Prioritise developing individuals and the team so Te Whatu Ora has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others Provides leadership that shows commitment, urgency and is visibly open, clear and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally Implement and maintain People & Culture strategies and processes that support provide an environment where employee experience, development and performance management drive achievement of the organisation's strategic and business goals Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo (the Health Charter, once developed), ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened
Innovation & Improvement	<ul style="list-style-type: none"> Be 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 Model an agile approach –tries new approaches, learns quickly, adapts fast

	<ul style="list-style-type: none"> 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 Work with peers in 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 Taking 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 Lead, champion, and promote 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 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 Payroll Manager, HR Systems, Customer and Compliance

- Any emerging factors that could prevent achievement of the Health New Zealand strategy and business/financial plan at year end
- Any matter that may affect the reputation of the service/s or Health New Zealand
- Any significant risk to the organisation

Relationships

External	Internal
<ul style="list-style-type: none"> healthAlliance External Suppliers IRD ACC Work and Income Banking provider ACC Other Government agencies MOJ Superannuation providers 	<ul style="list-style-type: none"> Manager Systems, Compliance and Customer team Payroll Manager HR Analyst/ Systems Administrator Director HR Operations HR Business Partners and managers AskHR team Recruitment Manager Managers Employees Finance Health New Zealand Districts Payroll Managers and employees

About you – to succeed in this role

You will have

Essential:

- A commitment to biculturalism
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- Extensive people leadership experience
- 10+ years NZ payroll experience
- 5+ years experience in a large complex payroll environment
- 5+ years working in an environment with multiple collective agreements
- Sound written and oral communication skills
- Commitment to customer service

Desired:

- HR degree or similar
- Previous IR/ER experience
- Previous experience in the NZ health sector
- Previous process improvement experience
- Previous experience with AMS Leader and /or PayGlobal

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
- Demonstrate alignment with Health New Zealand values
- Contribute to team culture and development
- Demonstrate a positive customer mindset
- Have a sound understanding of the Holidays Act 2003 and any other Acts relevant to payroll i.e. Parental Leave Act, Kiwisaver Act, Wages Protection Act Employment Relations Act
- Intermediate knowledge and skills in using Microsoft applications
- Computer literate with experience using online resources/tools
- Proven organisational skills and a strong attention to detail
- Demonstrated experience in adapting to time bound demands & urgent requirements. Including ability to manage workload and priorities
- Able to 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 the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity
- Proven ability to be a team player

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.