# Ministry of Social Development logo

# Payroll Advisor

# People Group

## Our purpose

**Manaaki tangata, Manaaki whānau**

We help New Zealanders to be safe, strong and independent

## Our commitment to Māori

As a **Te Tiriti o Waitangi** partner we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations.

## Our strategic direction



## Our Values



## Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi.  We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

## The outcomes we want to achieve

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| --- | --- | --- |
| New Zealanders get the support they require | New Zealanders are resilient and live in inclusive and supportive communities | New Zealanders participate positively in society and reach their potential |

## We carry out a broad range of responsibilities and functions including

* Employment, income support and superannuation
* Community partnerships, programmes and campaigns
* Advocacy for seniors, disabled people and youth
* Public Housing assistance and emergency housing
* Resolving claims of abuse and neglect in state care
* Student allowances and loans

## **He whakataukī\***

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| --- | --- |
| Unuhia te rito o te harakekeKei hea te kōmako e kō?Whakatairangitia, rere ki uta, rere ki tai;Ui mai ki ahau,He aha te mea nui o te ao?Māku e kī atu,He tangata, he tangata, he tangata\* | If you remove the central shoot of the flaxbushWhere will the bellbird find rest?Will it fly inland, fly out to sea, or fly aimlessly;If you were to ask me,What is the most important thing in the world?I will tell you,It is people, it is people, it is people |

\* We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī

## Position detail

### Overview of position

The Payroll Advisor is accountable for providing high-quality timely Payroll advice and support servicesto managers and staff across the MSD, the wider People Group and to our shared service partners such as the Social Wellbeing Agency and Whaikaha - the Ministry of Disabled People.

Payroll services include verification, validation and assurance of payroll data, processing, reconciliation and reporting of the on-cycle and off-cycle pay runs, administering of ACC, superannuation, deductions, and processing and reconciliation of new employee and final pays, overpayments and tax adjustments.

The Payroll Advisor will work closely with the Team Leader, Payroll and Manager, Payroll to ensure these activities can be delivered accurately and on-time, ensuring compliance with all payroll-related policy and legislation.

### Location

National Office, Wellington

### Reports to

Team Leader, Payroll

## Key responsibilities

### Operational support

* Provide support for the full range of payroll function activities on a rotational basis
* Work collaboratively with members of the wider HR Operations team to ensure the maintenance of accurate records on positions, employee master and time and attendance data within myHR
* Manage payroll related data integrity issues and ensure the payroll service is delivered accurately and efficiently
* Participate in the coordination of the daily activities and work plan of the team.
* Provide practical operational support to managers to contribute to the effective provision of payroll related services including interpretation of employment conditions as they relate to payroll compliance
* Ensure contractual documentation and variations are accurately recorded in the HRIS and Payroll Systems (myHR) for existing staff. This includes checking employee files for any historical terms and conditions, checking with HR Advisory and/or Employee Relations (ER) teams on grand-parented terms as required
* Proactively monitor all workflows from myHR, managers or employees and action in line with relevant delegations, policy, contractual and legislative guidelines within the appropriate payroll cut off timelines
* Maintain current and up to date knowledge of all MSD and external customers’ employment terms and conditions
* Work collaboratively with other People Group teams to develop cross functional knowledge and understanding, including an in-depth knowledge of our systems to support engagement with customers
* Adapt style and response to meet each unique customer need and expectation, whilst ensuring that solutions offered meet systems capability
* Identify and escalate complex issues to the Team Leader, Payroll or Manager, Payroll as required
* Track all escalated queries to other areas within the People Group to ensure that the customers query is resolved in a timely and effective manner
* Provide guidance and support and assist others in the people team on payroll process and procedures
* Ensure that key internal stakeholders are kept informed on the progress of their workflows and queries raised.

### Payroll services

* Be the first and primary point of contact for all Payroll queries and champion the culture of a people-centric service
* Act as the first point of contact for on a diverse range of pay issues, by developing a full understanding of the issue to ensure resolution at first contact
* Provision of high-quality advice on payroll related information queries and issues, ensuring advice provided is in line with appropriate documentation, relevant legislation and/or employment agreement terms and conditions
* Maintain accurate system and security of confidential payroll records, and preserve confidentiality of personnel information
* Monitor and action the Payroll enquires via CRM and workflows
* Contribute to the wider HR Operations team to monitor, review and update of policies and guidelines in line with legislation and best practice changes
* Prepare adhoc payroll outputs including confidential redundancy and employment settlement agreement calculations and actions to ensure legislative requirements and deadlines are met
* Participate in problem solving and service enhancement initiatives and project and be a trusted advisor to workshops
* Take a lead role in complex payroll investigations and calculations to investigate queries and validate system design

### Continuous quality improvement and HR Operations Shared Services projects

* Review and recommend updates to payroll content on MSD’s intranet and its shared service partners
* Contribute to continuity of HR Operations services by creating and updating Payroll documentation, including standard operating procedures, manager guides and templates
* Act as a subject matter expert on pay related myHR guides and support their updates and development
* Review and recommend updates to templates including payroll compliance templates to ensure legislative compliance for all payroll related transactions as approved in myHR
* Identify process improvements for payroll and wider HR Operations processes Participate in HR Operations projects as a payroll Subject Matter Expert (SME) to provide payroll insight and advice supporting change management and implementation
* Participate in continuous professional development activities relevant to role, including development of calculation templates, internal payroll process design and data quality improvements

### Risk management and legislative compliance

* Support the Manager, Payroll to manage the work involved with internal and external payroll audits. This includes collation of audit samples in our HRIS and Payroll systems
* Identify and mitigate payroll compliance risks and implement mitigations to reduce residual risks to MSD
* Ability to interpret and operationally apply the below legislation as it applies to payroll services, particularly the:
* Holidays Act 2003
* Wages Protection Act 1983
* Income Tax Act 2007
* Accident Compensation Act 2001
* KiwiSaver Act 2006
* Official Information Act 2020
* Privacy Act 2020

### Embedding te ao Māori

* Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at MSD.
* Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

## Health, safety and security

* Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework.
* Ensure you understand, follow and implement all Health, Safety and Security and wellbeing policies and procedures.

## Emergency management and business continuity

* Remain familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team.
* Participate in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures.

## Know-how

* Experience in an operational generalist or specialist Payroll role
* Working knowledge in the application of relevant employment and payroll legislation, trends and practices in the HR and Payroll fields
* Interpret and implement payroll changes related to HR policy and procedures consistently, accurately and objectively
* Effective planning, coordination and time-management skills, with ability to manage multiple priorities and meet deadlines recognising time restraints due to fortnightly pay run close off demands.
* Proven ability to develop trust and credibility with managers and staff
* Advanced skills in problem solving
* Highly developed data analysis skills
* Excellence in customer service and people centric relationship skills
* Ability to adapt communication style to a range of situations
* High levels of skill in ensuring quality and accuracy of advice
* Provide peer review on at risk payroll actions and provide constructive feedback
* Demonstrated ability to access and use available HR information systems, Payroll System, and Microsoft suite of tools
* Ability to adapt to a complex busy and changing environment

## Attributes

* **Integrity** - High level of integrity, diligence, and ability to build trusting relationships.
* **Collaborative** - Facilitate collaboration and communication, through tools, and behavioural norms to improve the quality and number of collaborative discussions thereby enabling efficient completion of tasks and complex problems to be solved.
* **Accountable** - Delivers on their promises and holds themselves accountable.
* **Pride in Delivering Value –** Take pride in the development and delivery of work towards a shared goal that delivers value to the client.
* **Ability to Adapt to Change –** Be comfortable with ambiguity, and flexible adapting to changing demands and priorities.
* **Engaged –** Display a genuine interest in your team and their individual requirements around their support, care, and development.
* **Welcomes and Values Diversity -** Leads and contributes to an inclusive working environment where differences are acknowledged and respected.
* **Effective change agent –** communicates and manages change well, adaptable
* **Authenticity -** Our people are real, pragmatic and down to earth. We are genuine in our approach, with each other and our clients.
* **Excellence in everything we do -** all client (external and internal) interactions.
* **He tāngata -** It's the people - we care about people. Our partners, teams and clients are important to us.

## Key relationships

### Internal

* Senior Payroll Advisor
* Team Leaders Payroll
* Manager Payroll
* myHR and Payroll Systems teams
* HR Advisory team
* Recruitment team
* HR Operations Management team
* People Group colleagues
* Managers and staff across MSD

### External

* Managers, employees, HR Advisory and Recruitment teams within our external shared services model, including but not limited to, the Social Wellbeing Agency and Whaikaha - the Ministry of Disabled People
* External training providers, contractors and suppliers
* Public Service Association
* Inland Revenue
* Ministry of Justice
* Accident Compensation Corporation
* WellNZ Partnership
* AuditNZ
* NZPPA
* Other Public Sector Organisations

## Other

### Delegations

* Financial – No
* Human Resources - No

### Direct reports - No

### Security clearance - No

### Children’s worker - No

Limited adhoc travel may be required

**Position Description Updated:** January 2024