



Ngā Kōrero e pā ana ki te Tūranga

## Job Description

### Senior Payroll Specialist

Business Group	Te Pou Rangatōpū   Corporate
Location	Wellington
Salary band	A6

### Mahi i roto i te Ratonga Tūmatanui | 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.

Mō ētahi atu kōrero hei whakamārama i tēnei kaupapa, haere ki | You can find out more about what this means at [Role and purpose - Te Kawa Mataaho Public Service Commission](#).

### To Mātou Aronga | What we do for Aotearoa New Zealand

At Te Tāhuhu o te Mātauranga | Ministry of Education, delivering our purpose makes a real difference to all ākonga of Aotearoa:

***He mea tārai e mātou te mātauranga kia rangatira ai, kia mana taurite ai ōna huanga***  
***We shape an education system that delivers excellent and equitable outcomes***

We fulfil our purpose by:

- delivering services and support nationally, regionally and locally to and through the education sector and in some cases directly to ākonga and whānau
- shaping the policies, settings and performance of the education system so that it is well placed to deliver equitable outcomes for ākonga and their whānau, from early learning through tertiary.

### Tēnei Tūranga | About the role

The Senior Payroll Specialist ensures the delivery of accurate and timely payroll processing to Te Tāhuhu o Te Mātauranga | The Ministry of Education managers and staff. The Senior Payroll Specialist undertakes complex payroll calculations, ensuring legislation and policies are adhered to, sound advice and query resolution is provided with a strong customer focus.

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## Ngā Haepapa | Accountabilities

### As a Specialist within Te Tāhuhu o te Mātauranga | the Ministry of Education you will:

- Share specialist knowledge across the organisation and with stakeholders, working with others to inform operational level decision making.
- Contribute to an effective team with a positive approach to the work environment that encourages and supports high performance, collaboration and problem solving.
- Lead the resolution of issues, identifying risks and solutions to protect and enhance the integrity and reputation of the Ministry.
- Lead or contribute to the development and implementation of innovative and fit-for purpose solutions and frameworks for current and future challenges.
- Develop and use data and insights to make evidence-based decisions and recommendations on operational issues.
- Build capability in others through coaching, quality assurance, and proactively sharing knowledge and expertise.

### As the Senior Payroll Specialist you will be accountable for:

- Provision of payroll
  - Responsibility for running fortnightly pay, out of cycle payments, managing IR344 and payday filing process
  - Follow all payroll processes to provide efficient and timely service including maintaining a high standard of data integrity
  - Provide resolution to all payroll related queries in accordance with agreed standards including Managing and responding to complex queries escalated providing a strong customer service focus
  - Review and complete complex payroll calculations, to ensure correct payment is made on a timely basis.
  - Ensure the specialist operational aspects of payroll processing and associated activities, including overpayments and ACC are accurate, up to date and delivered within appropriate timeframes and comply with relevant legislation
  - Deductions and reporting to providers is accurate and timely
  - Maintains payroll operations by following policies and procedures, and reports issues and requirements for change
  - Ensure that employees are paid in accordance with employment agreements, policy and statutory requirements
  - Ensure that payroll processes across the team meet required standards for records management
  - Maintain strong working knowledge of employment legislation, Ministry employment agreements, policies and processes
- Query Management and Information Flow
  - Provide support and advice to Payroll Specialist to assist with responding to requests
  - Monitor requests assigned to Payroll Specialist to ensure agreed response times and standards are achieved

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- Provision of expert advice to People, Sustainability and Place team on payroll related enquiries
- Ensure advice, reports and communications are accurate, timely and relevant
- Customer focus
  - Identifies the needs or expectations of customers both internal and external
  - Ensures that the requirements of customers are met in full and that any default is resolved swiftly
  - Always looks to improve service
  - Maintains professionalism and confidentiality
  - Interpret and provide advice on the application of employment agreements and legislation, in a way that can be easily understood to the specific audience
- Relationship management
  - Develop and maintain a positive and collaborative working relationship with the wider People, Sustainability and Place team to ensure that all Payroll functions are undertaken to support the delivery of an effective and efficient payroll service
  - Foster positive working relationships with the wider Ministry as well as external stakeholders to support the focus and direction of the People Services team
  - Participates as an active team member and contributes knowledge and expertise needed to achieve outcomes
- Support the Wider Payroll Team
  - Provide coaching, support and guidance to Payroll Specialist to build understanding of employment legislation, Ministry employment agreements, policy and processes
  - Promote payroll best practice across team
  - Provide support and guidance regarding payroll related enquiries in areas such as ACC, leave, superannuation or tax queries
  - Assist the Team Leader Payroll as required
  - Act and contribute as a subject matter expert for payroll on projects and initiatives, as required

You will make decisions in accordance with the Ministry's policies and delegations framework.

## Wheako | Experience

To be successful in this role you will have the following experience:

- Experience in a complex organisation
- Experience in building relationships and partnerships to achieve shared outcomes.
- Extensive operational payroll experience
- Experience in providing advice in a customer service setting in a high-volume environment, and meeting Service Level Agreements
- Experience in an organisation with multiple employment agreements, including collective agreements
- Strong experience and technical understanding of HR/Payroll systems, experience with Success Factors
- Sound technical understanding of automated HR /Payroll systems within a large, complex payroll environment

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- Numeracy skills including experience in manual payroll calculations and process
- Knowledge of relevant legislation to HR and Payroll (e.g. Holidays Act 2003, Parental Leave and Employment Protection Act 1987, and Employment Relations Act 2000) and an understanding of when to seek further advice on these.

## Ngā Āheinga | Capabilities

To be successful in this role you will have the following capabilities and competencies:

- A track record of bringing people together and leading, coaching and mentoring others to achieve outcomes.
- A proven ability to use data and insights to identify trends, risks and opportunities, to influence and guide organisational and system-level decision making.
- Excellent interpersonal and communication skills.
- A commitment to ongoing personal and professional development.
- Attention to detail and accuracy
- Ability to learn and absorb information, and being adaptable to change
- Time and self-management skills

## Tātai Pou | Our Cultural Competency

Tātai Pou is our Māori Cultural competency framework. It has been aligned and is complementary to the Māori Crown Relations Capability Framework (MCR). Tātai Pou is designed to support our people and organisation to give effect to the articles of te Tiriti o Waitangi in our work. The work-based capabilities have four focus areas and describe four levels of competency (high, consolidation, developing and essential) that enable us to deliver our partnership approach so that Māori enjoy and achieve educational success as Māori.

Pou Hono   Valuing Māori	Developing
Pou Mana   Knowledge of Māori content	Developing
Pou Kipa   Achieving equitable education outcomes for Māori	Developing
Pou Aroā   Critical consciousness of racial equity for Māori	Developing

## Leadership Success Profile - Te Kawa Mataaho | Public Service Commission

Leadership matters. Strong leadership at every level in the Public Service will transform the experiences of New Zealanders. The Leadership Success Profile establishes “what good looks like” for leadership at all levels. Information about how the Leadership Success Profile applies to this role is available on the Ministry’s intranet.



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### **Ngā Whakaaetanga | Approvals**

Date Reviewed and Approved	May 2023
Approved By	HR Advisory Team