

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

Job Ref: 1906087

Title: Payroll / Roster Support Officer
Reports to: Payroll Team Leader
Location: Palmerston North Hospital
Department: Payroll Team
Full-Time Equivalent: 1.0FTE

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.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

*Compassionate
Ka whai aroha*

*Respectful
Ka whai ngākau*

*Courageous
Ka mātātoa*

*Accountable
Ka noho haepapa*

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

The role of the Payroll/Roster Support Officer is to provide a customer focused quality driven support service to managers and employees to ensure timely and accurate payment of salaries and wages in accordance with the appropriate individual or collective agreement. payment provisions.

Key Functions:

- Ensure all payroll processes are undertaken for the groups assigned to the Payroll/Roster Support Officer meeting payroll deadlines and the provisions of the appropriate employment agreement
- Support other team members when required
- Ensure confidentiality and security of payroll related records

Key Accoutabilities:

OBJECTIVE	KEY TASK
Payroll processes and administration	<p>Ensure the timely and accurate processing of payroll activities for all groups assigned to the role</p> <p>Work closely with the people and culture team to ensure efficient and seamless processing and sharing of required payroll related information to ensure compliance with relevant legislation, collective agreements and human resource/payroll policies and procedures</p> <p>Respond to and resolve inquiries from employees, managers and the human resource administration team</p> <p>Support the implementation of collective agreement changes in accordance with implementation plans</p>

OBJECTIVE	KEY TASK
	<p>Ensure payroll processes and reporting meet collective agreement, audit and other legislative requirements, with particular regard for delegations of authority</p> <p>Ensures the provisions of the Holiday’s Act are adhered to, including the payroll processes that support this</p>
<p>Weekly payrun processing</p>	<p>Ensure daily data checks on rosters within the Microster application are completed</p> <p>Assist, when required, with Microster pre checks prior to the data being imported to payroll for processing</p> <p>Ensure Microster exception forms and adjustment forms are processed within the weekly deadlines.</p> <p>Assist with checking Microster data once imported to payroll for accuracy prior to the payrun.</p> <p>Ensure Microster and payrun exception reports are checked signed and any errors rectified before the payroll is cleared for processing.</p> <p>Ensure all relevant changes, eg salary, hours etc have been updated prior the payrun</p> <p>Ensure weekly payrun is processed in a timely manner</p> <p>Undertake out of cycle adjustments and pays when required</p>
<p>Maintenance of employee data within the payroll and rostering systems</p>	<p>Ensure changes received to employee information are updated appropriately within the necessary timeframes.</p> <p>Enter new employee data into system</p> <p>Manual calculations of termination pays, back pays and special pays are actioned as required in a timely manner.</p> <p>Microster adjustment paperwork, and relevant documents are filed correctly after each payrun.</p>
<p>Customer Service</p>	<p>Provides a customer focused service to employees by responding positively to all customers at all times, being sensitive to their needs and ensuring that each customer receives appropriate service and or information.</p> <p>Information provided is accurate at all times</p>

OBJECTIVE	KEY TASK
	<p>Appropriate confidentiality is maintained at all times and information is only provided to those who are entitled to access such information</p> <p>Enquiries which cannot be answered correctly or effectively within the required timeframe are discussed with the payroll manager</p> <p>Assist in maintaining roster templates and personnel information for Microster and Payroll</p>
<p>Team work and relationship management</p>	<p>Is a positive and proactive team member within the payroll department to ensure the timely completion of day to day tasks are met within the required deadlines.</p> <p>Actively engage with and support colleagues, taking personal responsibility for ensuring effective working relationships with all team members</p> <p>Understands and demonstrates the Payroll Team's values and ways of working</p> <p>Information is communicated in a courteous and sensitive manner</p> <p>Prioritise own workload and manage own time effectively</p>
<p>Quality</p>	<p>Contributes and assists with any changes within the department</p> <p>Identifies opportunities for improvement in payroll and the wider environment</p> <p>Time and resources are used efficiently</p>
<p>Apply Health and Safety knowledge and skills to all work practices to ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation</p>	<p>Is familiar with all policies and procedures as they affect the work environment.</p> <p>Ensure that safe working procedures are practised and no person is endangered through action or inaction.</p> <p>Is aware of and can identify hazards and take action accordingly, including preventing or minimising the adverse effects of hazards.</p> <p>Is able to apply MidCentral's emergency procedures, including use of safety equipment and materials.</p> <p>Ensure that all incidents including near misses are reported within the required timeframe using MidCentral's incident reporting system.</p> <p>Actively participate in MidCentral's health and safety programmes, through input into meetings and feedback through committee structures.</p>

OBJECTIVE	KEY TASK
Understand and apply knowledge of the Treaty of Waitangi	<p>Apply knowledge of the Treaty of Waitangi and its application in Health in terms of the articles and principles to all work practices.</p> <p>Attend appropriate Treaty of Waitangi education</p>

Relationships

External

- Health Districts
- External Agencies

Internal

- ◆ People & Culture Management & Teams
- ◆ Finance Management & Teams
- ◆ Payroll Team
- ◆ Rostering system users
- ◆ Business Managers
- ◆ Digital Services
- ◆ Employees (Current & Former)

About you – to succeed in this role

You will have:

Essential Qualifications & Experience

- ◆ 4+ years' experience in operating payroll and/or HR services and delivering customer services in a medium to large organisation using an HRIS.
- ◆ Exposure to Employment Agreements and Legislation
- ◆ Well developed understanding of the Holiday's Act
- ◆ Professional customer service technique, ability to deal with queries in a mature and responsive manner
- ◆ Well developed communication skills (both written and oral)
- ◆ Well developed analytical skills and business analyst experience
- ◆ A strong team player
- ◆ Customer service focus and relationship building capabilities
- ◆ A high attention to detail
- ◆ Ability to work independently
- ◆ Ability to prioritise and meet tight deadlines
- ◆ Adaptability and willingness to learn new behaviours and adopt best practice standards
- ◆ Ability to handle a demanding workload and provide guidance and intellectual input into numerous areas simultaneously.

HRIS (HR / Payroll & Rostering / T&A applications)

- ◆ In-depth knowledge of HRIS processes and procedures
- ◆ In-depth knowledge of Payroll processes and procedures
- ◆ High level of business and commercial acumen

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Ka whai aroha

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Payroll / HR Knowledge

- ◆ Knowledge and understanding of Employment Agreements & Legislation
- ◆ Understanding of the impact of payroll and links to the financial and other systems
- ◆ Knowledge of HR practices and systems
- ◆ Understanding of the impact of legislative changes, systems development and management practice
- ◆ Knowledge and understanding of the organisation structure and business / position relationships

Computer Skills

- ◆ Proven competence in MS applications: excel, word, power point , project
- ◆ Ability to identify system development requirements and have the ability to document specifications and implement improvements
- ◆ Significant understanding and demonstrated application of technology.

Essential Skills & Attributes

- Demonstrated experience at communicating effectively both verbally and in writing to wide ranging audiences, using ideas and facts to persuade, influence and realise benefits.
- Excellent interpersonal skills and the ability to build and enhance successful relationships with internal and external stakeholders.
- Strength in well-judged problem solving and decision-making in a fast paced environment.
- Effective reasoning skills; thinks laterally across multiple initiatives and workstreams.
- Works collaboratively and proactively to influence and achieve results.
- Remains cool and collected under pressure and can be counted on to hold things together when the unexpected happens.
- Can work effectively in ambiguous situations and is comfortable managing risk and uncertainty.
- Well organised, able to juggle competing demands and deliver effectively in a busy environment.

Physical Attributes

Under the Human Rights Act 1993 discrimination based on disability is unlawful. MidCentral will make all reasonable efforts to provide a safe and healthy work place for all, including persons with disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, enquiry should be made whether it would be possible to accommodate a particular issue by obtaining advice from Occupational Health & Safety/ Infection Prevention & Control Team.

- Ability to move about and undertake necessary duties including attendance at necessary meetings
- A high degree of mental concentration is required.
- Must be able to function under rapidly changing and demanding conditions.
- Visual ability sufficient to read, write/record and enable accurate performance of essential job duties.
- Hearing and speech sufficient to communicate with other people effectively both individually and by telephone (including cellphone) and in group meetings.
- Manual dexterity sufficient to drive and operate computer and other tools necessary to undertake essential job duties.
- Freedom from colonisation or infection with MRSA.

Conditions of Appointment

EMPLOYMENT AGREEMENT

The Collective Agreement which covers the work of this position is the Te Whatu Ora Health New Zealand and Te Pukenga Here Tikanga Mahi Public Service Association (PSA) National Health Administration Workers Collective Agreement (Collective Agreement) which applies to employees appointed to roles that are covered by the Collective Agreement and who are members of the PSA.

NATURE AND TENURE OF APPOINTMENT

The appointment will be subject to the conditions contained in this schedule, Health New Zealand's policies and appropriate legislation.

The appointment is permanent: four weeks' notice in writing by either party is required. In the event of the appointee being found to have breached the organisation's code of conduct or other policies, the appointment may be terminated without notice.

SALARY

The annual salary for the position will be negotiated with the successful applicant.

Salary is proportionate to hours worked. All salary payments will be made by direct credit to a nominated bank account in the appointee's name (or jointly including the appointee's name).

HOURS OF WORK

Hours of work will be 40 per week or part time by mutual agreement.

If an appointment is full-time the employee shall not engage in any other business or occupation without the prior consent of the Organisation. If an appointee is engaged in other business or occupation when taking up a full-time appointment with HNZ, and wishes to continue to participate in this other business or occupation, this must be disclosed to the hiring manager prior to accepting the appointment.

TREATY OF WAITANGI

MidCentral is committed to its obligations under the Treaty of Waitangi. The appointee will be expected to incorporate the principles of the Treaty of Waitangi in their working practices.

EQUAL EMPLOYMENT OPPORTUNITIES

MidCentral is committed to the principles of Equal Employment Opportunities and all recruitment activities are conducted in accordance with these principles.

SMOKE FREE ENVIRONMENT

MidCentral provides smoke-free workplaces that protect the health and comfort of employees, patients/ clients, contractors, volunteers and visitors. All buildings, grounds and vehicles owned, occupied or leased by MidCentral are smoke-free. Employees are expected to promote smoke-free lifestyles and act as role models when working with patients/ clients and in the community.

CODE OF CONDUCT

MidCentral has a Code of Conduct that sets out the standards of performance and conduct required of employees. Employees of MidCentral are also required to act with a spirit of service to the community and meet high standards of integrity and conduct as set out in Standards of Integrity and Conduct - a code of conduct issued by the Public Service Commission.

SHARED APPROACH TO WORK PRINCIPLES

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Ka whai aroha

Respectful
Ka whai ngākau

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It is important that MidCentral has a healthy and safe working environment in which all employees feel their contribution is valued and appreciated. The actions and behaviours below are intended to provide a guide and assist us all to develop and maintain this environment.

To be happy and proud in our work we will:

- Care for and support each other to have a safe work environment;
- Treat each other with trust and respect, recognising cultural and other differences;
- Communicate openly, honestly and act with integrity;
- Enable professional and organisational standards to be met;
- Support each other to achieve, and acknowledge contributions and successes.

MidCentral does not tolerate bullying, harassment, or inappropriate behaviour in the workplace environment.

CONFIDENTIALITY

All employees are responsible for the security of confidential and sensitive information which is held by MidCentral. All employees have a responsibility to comply with the requirements of the Privacy Act 2020 and the Health Information Privacy Code 1994 and any subsequent amendments.

It is a condition of employment for all employees that confidential or sensitive information is only accessed, used or disclosed as necessary to meet their employment or contractual obligations and in accordance with the relevant legislation, their professional obligations, and any other obligations imposed by law. Note: This does not preclude the sharing of clinical information among health professionals involved in the care or treatment of the individual on a “need to know” or consultancy basis.

Confidential information concerning a patient or client who is receiving or has received services provided by MidCentral may not be accessed by employees not involved in the care or treatment of the patient or client, and also may not be disclosed to unauthorised persons, except for those specific cases defined in relevant legislation and as per MidCentral’s Confidentiality Policy.

HEALTH DECLARATION

Shortlisted applicants will be required to complete a Health Declaration form and provide this to the hiring manager. They may also be required to undergo a medical examination as part of assessing their ability to fulfil the requirements of the position.

DECLARATION OF CRIMINAL CONDUCT AND OTHER INFORMATION

Shortlisted applicants will be required to complete a Declaration of Criminal Conduct and Other Information form and provide this to the hiring manager.

POLICE CLEARANCE/ CHECK(S)

Some appointments at MidCentral are subject to a Police Clearance which requires the applicant to complete a New Zealand Police Vetting Service Request and Consent Form. Additionally, overseas police checks may need to be applied for by the appointee if they have lived in any country other than New Zealand for 12 months or more within the last 10 years.

Shortlisted applicants will be advised of the requirement to undergo a New Zealand Police Clearance, and provide overseas police clearance/s, as required.

Notwithstanding the police clearance process upon appointment, in future all MidCentral employees may be required to undergo police and/ or other vetting procedures, and all staff will be required to participate in this process.

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MidCentral reserves the right to withdraw any offer to the appointee, or if the appointee has commenced work, terminate employment, if any adverse information arises out of the police check/s.

APPLICATIONS

Applicants are required to complete an official form of application, providing names and addresses of three confidential referees* – one being the current or most recent employer or educator, and attaching a CV and cover letter. Copies of recent testimonials or any other information considered pertinent to the position may also be included.

Any queries may be addressed to Human Resources on +64 6 350 8850 or email vacancy@midcentraldhb.govt.nz.

**Referee reports obtained or provided are subject to Section 27 (1) (c) of the Official Information Act 1982 and Section 29 (1) (b) of the Privacy Act 2020 and shall not be released or their contents disclosed to the applicant or to any person not directly involved in MidCentral's appointment and review procedures.*

Appendix A - MidCentral's Values and Behaviours

All employees of MidCentral will adopt the values and demonstrate the behaviours related to them of being Compassionate, Respectful, Courageous and Accountable - in the following ways:

COMPASSIONATE - KIA WHAI AROHA

- Is responsive to the needs of people, whānau and the community.
- Strives to deliver beyond expectations and go the extra mile.
- Shows concern for others and offers proactive and timely assistance and support to others.
- Is empathetic and mindful of others and sensitive to their feelings.
- Creates an environment where others feel safe and supported, encouraging them to contribute and share their views and perspectives.

RESPECTFUL – KIA WHAI NGĀKAU

- Shows politeness, admiration and honour to others and does not cause offence.
- Actively listens when someone is speaking and shows value for other peoples' perspectives.
- Genuinely engages and listens to others and considers their views while making decisions.
- Is inclusive of diverse perspectives and the cultural beliefs of others and actively seeks to improve own knowledge.
- Recognises team member strengths and development needs, and coaches them to maximise their potential.

COURAGEOUS – KIA MĀTĀTOA

- Speaks up when things are not right.
- Is adventurous in search of feedback and is open to feedback.
- Puts organisational interests ahead of their own.
- Speaks up when they have to contribute or when other's behaviour is inconsistent with the MidCentral's values.
- Champions innovative ideas in the team, and on behalf of the team.
- Is willing to question accepted approaches and processes and open to challenge.

ACCOUNTABLE – KIA NOHO HAEPAPA

- Acknowledges and assumes responsibility for their actions and does not blame others when things go wrong.
- Strives for excellence and delivers high quality care that focuses on the needs of the consumer and whānau.
- Is innovative and strives for quality and excellence.
- Following through on conversations – saying what you will do and doing what you say.
- Is able to intervene effectively when progress against budgets, plans or projects is off track.
- Is committed to rapid resolution of complaints, problems and issues.

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Appendix B – MidCentral’s Strategy

WE ARE COMMITTED TO

Ka ū tā mātou mahi



QUALITY LIVING
Kia pai te noho



HEALTHY LIVES
Kia ora te tangata



WELL COMMUNITIES
Kia ora te hapori

WE ARE ABOUT

Better health outcomes, better health care for all

Ko tā mātou mahi

He whakapai ake i te hauora hei oranga mā te katoa

INDIVIDUALLY AND TOGETHER WE WILL

Achieve quality and excellence by design

Connect and transform primary, community and specialist care

Partner with people and whānau to support health and wellbeing

Achieve equity of outcomes across communities

He mahi takitahi hei toa takitini

Kia kounga, kia hiranga te hoohao

Kia mahi tahi me te tangata, me te whānau hei tautoko i te hauora me te oranga

Kia tūhono e pai ake ai te atawhai tuatahi, te atawhai hapori, te atawhai ngaio

Kia tōkeke ngā hua mā ngā hapori katoa

WE WILL BE

<i>Compassionate</i>	<i>Respectful</i>
<i>Courageous</i>	<i>Accountable</i>

Ka pēnei mātou

<i>Ka whai aroha</i>	<i>Ka whai ngākau</i>
<i>Ka mātātoa</i>	<i>Ka noho haepapa</i>

WE WILL ACHIEVE THIS SUCCESS THROUGH OUR

<i>People</i>	<i>Partners</i>	<i>Information</i>	<i>Stewardship</i>	<i>Innovation</i>
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Ka eke angitu mātou mā

<i>Ō mātou iwi</i>	<i>Ō mātou hoa mahi</i>	<i>Te whakamōhio</i>	<i>Te tiaki</i>	<i>Te ouaha</i>
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