

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Payroll Manager
Group:	People Culture and Enabling Services
Reports to:	Director Workforce Management
Location:	Wellington
Direct Reports:	Yes - 10+
Budget:	Yes

PUBLIC SERVICE PURPOSE STATEMENT

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whitake 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 hāpori, 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.

You can find out more about what this means at (<https://www.publicservice.govt.nz/about-us>)

OUR ORGANISATION

About us

Oranga Tamariki—Ministry for Children is a Ministry dedicated to supporting any child in New Zealand whose wellbeing is at significant risk of harm now or in the future. We also work with young people who may have offended or are likely to offend. Our belief is that in the right environment, with the right people surrounding and nurturing them, any child can and should flourish.

Our vision

Our vision is: New Zealand values the wellbeing of tamariki above all else.

Our purpose

Our purpose is: To ensure that all tamariki are in loving whānau and communities where oranga tamariki can be realised.

Our core outcomes

Our core outcomes are:

- All children and young people are in loving families and communities where they can be safe, strong, connected, and able to flourish.
- Improved outcomes for all children, especially tamariki and rangatahi Māori.

The Oranga Tamariki
way



POSITION PURPOSE

The purpose of the Payroll Manager role is to lead a high-performing team responsible for delivering all aspects of payroll for Oranga Tamariki and its kaimahi. This position ensures pay accuracy and oversees the timely execution of all related policies, processes, services, and documentation.

The Payroll Manager will proactively identify opportunities to enhance payroll operations and drive improvements across services, systems, policies, and processes for Oranga Tamariki.

This is a hands-on leadership role that requires strong collaboration and engagement with stakeholders to maintain compliance, efficiency, and exceptional service standards.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Effectively manage the organisations payroll function	<ul style="list-style-type: none"> - Role model and drive a high trust customer service culture ensuring that all requests and queries are responded to in a timely manner and through the most appropriate channel. - Develop and lead the operation of the Ministry's Payroll function ensuring a cohesive, efficient and effective payroll administration and processing service is provided to customers, including: <ul style="list-style-type: none"> o Payroll processing and reconciliation is consistent with Ministry, legal and financial policies, procedures and requirements. o All processing and pays are accurate and timely; o Pays are processed, and all reconciliations occur within clearly defined time frames and follow established procedures. o Correspondence is actioned in time for inclusion in pay runs and is filed to maintain an audit trail. o Compliance with statutory provisions and processes; o Meets corporate reporting and audit requirements; o All legislative and business requirements are met in respect to PAYE, Superannuation and other third-party deductions. o Data and reporting for information requests (e.g. Parliamentary Questions, Select Committee questions, Official Information Act Requests) is provided in a timely manner. - Effectively plan and manage the payroll team workplan and delivery of day-to-day activities ensuring an appropriate balance between reactive and proactive work delivery. - Regularly communicates with relevant stakeholders on any deadlines for processing, leave information or any other information relevant to the payroll processing function. - Providing advice and/or information in relation to payroll (and related areas) to managers, kaimahi and/or stakeholders (e.g. Finance). - Maintain, administer and provide reports on leave, ACC, overpayments, superannuation, other third-party deductions, etc and oversee all aspects of their processing and administrating as required. <ul style="list-style-type: none"> - Foster a strong continuous improvement ethos for services, systems, processes and controls.

Develop and implement payroll policies and procedures	<ul style="list-style-type: none">- Ensure payroll policies, processes, standard operating procedures and user/learning guides are developed, implemented and maintained.- Effectively communicates and manages any changes to policies and processes within Payroll, the People and Leadership team and the wider Ministry.- Maintain comprehensive and current knowledge of employment and other legislation relating to payroll, providing advice on the operational and systems impact of any changes.
Projects and systems development	<ul style="list-style-type: none">- Lead the identification, development and implementation of continuous improvement opportunities to enhance payroll services, system and processes, and meet business and legislative needs.- Lead and/or contribute to specific payroll and related projects, ensuring outcomes are delivered within the required timeframe.- Collaborate with the HRIS Manager on payroll system changes, upgrades, and releases, ensuring that agreed methodologies are applied in analysis, design, testing, and documentation.- Implement changes in a timely and effective manner, taking into consideration the change management implications for all potentially affected parties.
Reporting and Relationships	<ul style="list-style-type: none">- Ensure the development and provision of standard payroll reports for Ministry managers and the payroll team as required.- Engage with People and Leadership teams, and other payroll interfacing teams (e.g. Finance, Regional/Site Administration) to ensure end-to-end workflow and business processes are operating effectively (e.g. recruitment through to termination).- Develop and maintain professional networks across the public sector and wider payroll network
Customer Satisfaction	<ul style="list-style-type: none">- Demonstrate commitment, urgency, being visibly open, clear and positive.- Manage the customer relationship successfully and apply learnings to service design and delivery.- Understand business needs and develop and fine-tune systems and processes accordingly.

Financial Management and internal controls	<ul style="list-style-type: none">- Ensure internal controls, segregation integrity and compliance requirements are always maintained including the completion of regular reviews and exceptions reports.- Ensure the Ministry achieves an unqualified audit opinion and an audit rating of good or higher in relation to Payroll matters.- Liaise with internal and external auditors and respond to requests (during audit) and implement agreed recommendations (post audit) as required on a timely basis.- Manage financial risks and escalate to the General Manager- People and Leadership and Chief Financial Officer as required;
Leadership and Management	<ul style="list-style-type: none">- Build an effective team by creating a working environment within the team that encourages high performance, engagement, collaboration across teams, knowledge sharing, ongoing learning, creativity and innovation.- Provide support, leadership, coaching and direction to direct reports that fosters high performance standards and quality of service. Plan for effective team resourcing. Recruit and induct capable people who will contribute to the Ministry's outcome.- Ensure the team has the capability, tools and resources to deliver on objectives by implementing effective training and development programmes, so that all team members receive the appropriate training to do their job and have access to opportunities for development that enable them to stretch and grow.- Support the performance of all direct reports, including identifying gaps in performance, implementing development plans as necessary, and meeting regularly to provide feedback and support to achieve great outcomes.- Monitor team performance to ensure that performance targets are met.
Being part of the Oranga Tamariki team	<ul style="list-style-type: none">- Actively and positively participate as a member of the team.- Proactively look for opportunities to improve the operations of Oranga Tamariki.- Perform any other duties as needed by Oranga Tamariki.- Comply with and support all health and safety policies, guidelines and initiatives.- Ensure all incidents, injuries and near misses are reported into our H&S reporting tool.- Comply with all legislative and regulatory requirements and report any breaches as soon as they become known.- Adhere to all Oranga Tamariki procedures, policies, guidelines, and standards of integrity and conduct. Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.

KEY RELATIONSHIPS

- | | |
|-----------------|--|
| Internal | <ul style="list-style-type: none"> - Kaimahi and people leaders - Regional and Time Administrators/Coordinators and Executive Assistants - HR Operations teams (HRIS, HR Services, HR Operations) - Wider People and Leadership teams - Systems Lead, and Tech and Channels teams - Finance team |
| External | <ul style="list-style-type: none"> - SAP, Support Partner and other external vendors - Internal/External auditors - IRD - ACC - MSD - Superannuation providers - Other agencies as required to carry out the responsibilities of the role |

QUALIFICATIONS & EXPERIENCE

- | | |
|-----------------------|---|
| Qualifications | <ul style="list-style-type: none"> - Relevant tertiary degree or equivalent knowledge, skills and experience - Demonstrated experience and technical knowledge of SAP specifically Employee Central Payroll and Employee Central. |
|-----------------------|---|

- | | |
|--|--|
| Expertise, Knowledge and Skills | <ul style="list-style-type: none"> - Proven successful experience in leading and managing a payroll function including the establishment of measurements, targets and employee development plans; - A minimum of 3 to 5 years' experience in a payroll leadership position; - Demonstrated people management experience and the ability to coach and mentor teams/individuals to enhance overall capability in people management; - Demonstrated experience of developing and maintain effective working relationships within a team, the wider organisation, and external stakeholders; |
|--|--|

IN-CONFIDENCE

- Incredible organisational skills with the ability to multi-task, and work to tight and competing deadlines using a proactive and solutions focused approach;
 - Demonstrated ability to identify and effectively manage risks to minimise impact on desired outcomes;
 - In depth experience in continuous process improvement and application to payroll systems, processes and delivery.
-

Experience in producing high quality documents and reports for diverse stakeholders using relevant tools.

- A solid understanding of current NZ employment, tax and payroll related legislation and HR practices; with the ability to pragmatically apply this in the New Zealand Public Sector environment.
 - Understanding and appreciation of cross-cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture.
-