

NZPPA Certification

POSITION DESCRIPTION		
TITLE OF POSITION: Payroll Administrator/Payroll Officer	DEPARTMENT AREA: (insert reporting department e.g. Finance or Human Resources)	
REPORTS TO: Payroll Supervisor/Manager	DATE: (insert start date)	
TENURE: (insert part time or full time)	PROPORTION: (1.00 FTE or .50 FTE)	SALARY BAND: (insert if relevant for your company)

ORGANISATION SUMMARY:
(Insert your organisation summary here)

PURPOSE:
The Payroll Administrator is required to provide accurate processing of assigned payrolls, maintenance of employee details and assistance with other duties that may be required to run an efficient, friendly Payroll Department.

POSITION STATEMENT:
The Payroll Administrator is responsible for calculating and processing of assigned payroll, with administrative and customer support. Effective performance will result in customer satisfaction with accurate and reliable payroll services, which ensures all employees receive their pay on time with no errors. Employees will also be given a high level of customer service with availability in response to enquiries from employees relating to employee details, leave entitlements, verification of earnings etc.

KEY FUNCTIONAL RELATIONSHIPS – EXTERNAL

- Software company for upgrades or any further training.
- Inland Revenue Department.
- Ministry of Justice (Department of Courts).
- Work and Income New Zealand (WINZ).
- Accident Compensation Corporation (ACC).
- Ministry of Business Innovation and Employment (MBIE).
- New Zealand Payroll Practitioners Association (NZPPA).
- Unions.
- Southern Cross.

KEY FUNCTIONAL RELATIONSHIPS – INTERNAL

- All employees with general enquiries relating to pay.
- Finance Department.
- Human Resources Department.
- All other departments or Supervisors for employee shift/department changes.
- Administrators and Personal Assistants.

KEY ACCOUNTABILITIES:

1. Update, maintain and load employee information in the payroll software.
2. Maintain, load and calculate payroll data.
3. Respond to enquiries and requests for information from customers.
4. Update SOPs when changes are made to current procedure and processes.

KEY TASKS AND EXPECTED RESULTS:

- 1. Update, maintain and load employee information in the payroll software.**
 - Collate information and documentation relating to changes in each payroll.
 - Maintain ACC records and reimbursement (if on an ACC reimbursement scheme)

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- Add new employees as per employment agreement and terminate resigning employees from the payroll to maintain an accurate database ensuring all correct paperwork is completed.
- Calculate the salary for each individual, to ensure all staff details for the pay run are accurate and complete.
- Add and maintain setup if employees transfer departments (cost centres) when applicable.
- Change and check alterations to staff details where necessary e.g. addresses, tax codes, KiwiSaver etc.
- Complete enquires with Managers (via phone, fax, letters, emails) where necessary, to confirm staff details, completion of casual contracts and any other issues arising from the payroll calculation.

2. Maintain, load & calculate payroll data.

- Load payroll data for new employees as per employment agreement, and any other changes to each payroll, into the payroll system in an accurate and effective manner, ensuring correct employee information is maintained.
- Produce a report to show final amount for banking and gain sign off by the Payroll Supervisor and Finance Director or Controller. (*Insert which control your organisation requires*).
- Banking is prepared and checked before it is uploaded into the banking software.

3. Print and distribute payslips.

- Ensure payslips are correctly addressed and distributed to staff via HRIS, email, departmental Supervisors or home addresses as appropriate.
- Employees receive their payslips within an acceptable timeframe.

4. Provide regular payroll reports as required by the organisation and external requirements.

- Regular reports are produced each pay run to provide information regarding payroll deductions and to make payments to external organisations (e.g. Inland Revenue Department, Southern Cross, court deductions, unions etc.)
- Reports are checked for 100% accuracy before distribution and reconciled with the General Ledger accounts.
- Reports are produced within specified time frames.
- Leave entitlement reports are emailed to Supervisors on a monthly basis to manage employees' leave liability.

5. Respond to enquiries and requests for information from customers.

- Customer enquiries relating to leave entitlements, pay, form completion and ensuring that employee requests are responded to with a high degree of customer service.
- Information provided is accurate at all times.
- Appropriate confidentiality is maintained at all times and information provided only to those who are entitled to access such information.
- Sensitivity is demonstrated to employees in some private situations.
- Enquires which cannot be answered correctly or effectively, are referred to the most appropriate person who can meet the customer's needs e.g. your Payroll Supervisor or Payroll Manager.

6. Update, maintain and load employee information in the payroll software.

- Employee information is loaded into the HRIS (*insert software system*) to support the accurate function of the HRIS and HRIS reports. This may be an import from one HRIS to a payroll system (*insert what would be applicable for your company. Payroll may do this or a Human Resource Assistant*).
- Leave not managed by the HRIS, payroll system or time and attendance program interface (bereavement, study, discretionary, jury, parental, LWOP, and education leave) is checked for appropriate authorisation and loaded if required.

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7. Update SOPs when changes are made to current procedures and processes.

- When any changes are made to current SOPs these will need to be updated and then checked and signed off by the Payroll Supervisor (e.g. Holidays Act changes and instructions on codes and setups in the payroll software, data entry etc.).

8. Contribute to the functioning of a high-performing team.

- Support and contribute actively toward team performance and the achievement of the departmental, team or organisational goals and objectives.
- Participate in payroll-related projects when and if required by the Payroll Supervisor/Manager.
- Maintain collaboration and co-operation between all team members.
- Contribute to overall team goals by demonstrating a willingness and flexibility to assist with another team member's responsibilities if they are absent due to holiday, sick leave or if heavier workloads are required due to project work (where skills and experience enable this to be possible).
- Take responsibility for the effective outcome of team work.
- Liaise with your direct supervisor on a regular basis regarding verification on interpretations or processes, trends and issues which may have wide-reaching implications.

9. Self-development for current and future employment.

- Develop and maintain knowledge and skills for competent performance of current position.
- Agree and implement an individual development plan.
- Complete an NZPPA Certificate in Payroll Practice.

This job description covers the broad results expected from the position and will form the basis of specific objectives to be agreed and reviewed on a regular basis.

POSITION COMPLEXITY:

- This role is to complete assigned payroll duties within (*insert your payroll cycle, e.g. weekly, fortnightly, monthly*) according to established procedures.
- This role is accountable for the quality, security and accuracy of the work at all times, however, complex and unusual situations would usually be referred to the Payroll Supervisor.
- A high standard of customer service is required, within standard procedures and policies, to respond effectively to the customer's needs.
- This position works cooperatively with the Payroll Team, where necessary assisting others with workload and information, to ensure that the overall goals of the team are completed within specific time frames and meet the high standards of accuracy expected by the Payroll Department.
- This position is supervised and receives support where decisions are made outside set criteria.

AUTHORITIES:

Financial – Reports to Payroll Supervisor/Manager.

Staff – There are no staff reporting to this position.

PERSON SPECIFICATION

EDUCATION/QUALIFICATIONS:

Relevant business-related qualification – business administration, office systems, accountancy, and NZPPA two-day Foundations of Payroll Practice Certificate. NZPPA Payroll Calculation course would also be advantageous.

EXPERIENCE AND KNOWLEDGE REQUIRED:

- Knowledge gained through previous New Zealand payroll experience is essential, with a minimum of three years' experience in payroll.

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- Knowledge of and interest in payroll-related legalisation including the Holidays Act 2003 and further amendments, Employment Relations Act 2000, KiwiSaver Act 2006 and further amendments, Minimum Wage Act, Wages Protection Act, Parental Leave Act, employment law, taxation legalisation etc., would also be an advantage.
- Comprehensive knowledge and experience of a computerised payroll system. Experience with (*insert your payroll software here*) system would be an advantage but is not essential.
- Computer literacy in the Windows environment is essential.
- Experience (to a high level) in standard Microsoft Office applications preferred.
- An understanding of employment collective agreements is desirable.

SKILLS

- Ability to establish and maintain effective client and team working relationships.
- Excellent IT, written and oral communication skills including excellent telephone skills and manner.
- Strong planning, organisational ability and self-management skills.
- Problem-solving and analytical skills.
- Ability and willingness to learn and develop new skills.
- Aptitude for numerical work.
- High degree of detail and accuracy in all areas of work.

PERSONAL ATTRIBUTES

- Ability to work to deadlines and sometimes under pressure.
- A genuine customer service focus both internal and external.
- Common sense, practical results-focused approach and achievement orientated.
- Flexible attitude.
- Team orientated – strong team player who respects and helps others and works well within a team environment.
- A self-starter who can apply innovative ideas and solutions to problems.
- Uses initiative to achieve desired results.
- An understanding of the need for complete confidentiality at all times.

VALUES

- (*Insert your company values here*).