POSITION DESCRIPTION		
TITLE OF POSITION: Payroll Consultant (External Processed Payroll)	**DEPARTMENT AREA:** (insert reporting department e.g. Finance or Human Resources	
REPORTS TO: Payroll 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 Consultant (External Processed Payroll, i.e. payroll that is outsourced to a payroll outsourcing company) is required to provide accurate processing of assigned payrolls, maintenance of employee details, organisational setup and GL cost codes and assistance with other duties that may be required to run an efficient friendly Payroll Office service.

POSITION STATEMENT:
The Payroll Consultant 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. The organisation's payroll personnel will also give a high level of customer service with availability in response to enquiries regarding assigned payrolls, maintenance of employee details, organisational setup and GL cost codes and assistance with other duties that may be required to run an efficient friendly payroll service as per the service level agreement between the outsourcing company and the organisation.

KEY FUNCTIONAL RELATIONSHIPS – EXTERNAL
- Software company for upgrades or any further training.
- Inland Revenue Department.
- Accident Compensation Corporation (ACC).
- Ministry of Business Innovation and Employment (MBIE).
- New Zealand Payroll Practitioners Association (NZPPA).
- The organisation that has the agreement with the payroll outsourcing company.

KEY FUNCTIONAL RELATIONSHIPS – INTERNAL
- All payroll personnel with general enquiries relating to pay.
- Finance Department.
- Human Resources Department.

KEY ACCOUNTABILITIES:
1. Updates, maintains and loads employee information in the payroll software as provided by the organisation. (This may vary depending on the options in the service agreement of who will do what).
2. Maintains, loads, calculates and checks payroll data entered.
3. Responds to enquiries and requests for information from payroll personnel.
4. Updates SOPs when changes are made to current procedures and processes (also could be known as the service level agreement with business rules).

KEY TASKS AND EXPECTED RESULTS:
1. **Updates, maintains and loads employee information in the payroll software.**
   - Collates information and documentation relating to changes in each payroll provided by the payroll personnel in the organisation.
   - Maintains ACC levies etc.
   - Adds new employees ensuring all correct paperwork is completed and terminates resigning employees from the payroll to maintain an accurate database.

- Calculates the salary for each individual, to ensure all staff details for the pay run are accurate and complete.
- Adds and maintains setup if employees transfer departments (cost centres) when applicable.
- Changes and checks alterations to staff details where necessary.

2. **Maintains, loads, calculates and checks payroll data.**
   - Loads payroll data for new employees, and any changes to each payroll, into the payroll system in an accurate and effective manner, ensuring correct employee information is maintained. Audit checks each pay run as this is essential to ensure that maintenance is loaded correctly.
   - Opens the payroll period once all maintenance changes are completed.
   - Interfaces timesheets supplied by the organisation into the payroll system once the payroll period has been opened.
   - Checks payroll summary reports and amends if necessary, checks amendments and emails to organisation for sign-off once correct.
   - Once the organisation has signed off the pay run for the period as being correct, print off all reports required and agreed by the organisation for final payment and pay run end-of-run reports. These could be in Excel, txt format etc., and email to payroll personnel.
   - Produces a report to show final amount for banking and files for banking interface if required and emails to payroll personnel.

3. **Prints and distributes 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. **Provides regular payroll reports as required by the organisation and external requirements.**
   - Produces regular reports each pay run to provide information regarding payroll deductions and payments made to external organisations (e.g. Inland Revenue Department, Southern Cross, court deductions, unions etc.)
   - Checks reports for 100% accuracy before distributing and reconciling with the General Ledger accounts.
   - Produces reports within specified time frames.
   - Leave entitlement reports may be grouped and linked to specific supervisor email address and payroll personnel.

5. **Responds to enquiries and requests for information from the organisation.**
   - Customer enquiries relating to pay, leave entitlements, form completion, employee details 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.
   - 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 Supervisor/Manager.

6. **Updates, maintains and loads 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, but would also depend on whether the outsourcing company provides this service with the software being used.)*

- - 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.

7. **Updates 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 Payroll Manager (e.g. Holidays Act changes and instructions on codes and setups in the payroll software, data entry etc.).
   - Recommends and assists in developing and implementing new and/or revised policies/procedures to ensure efficient processing of the payroll and ongoing compliance with legislative mandate and statutes.

8. **Other duties when required.**
   - PAYE and other payment obligations required of a Payroll Office.
   - Quarterly statistics requirements.
   - End of year reporting and requirements.
   - Regularly audits the payroll and system.
   - Assists with auditors when required.
   - Reconciles payroll General Ledger accounts etc.
   - Liaising with internal and external agency when required.
   - Setting up a payroll schedule for processing payrolls with payroll personnel on payroll cut off and deadlines. This is essential to process payrolls for organisations in a timely manner. (You would normally calendar a yearly schedule bearing in mind public holidays, organisation closedown etc., which then may change payroll processing dates and requirements. If this was the case this would need to be reviewed and a new timetable agreed by the organisation and the outsourcing company.)

9. **Contributes to the functioning of a high-performing team.**
   - Supports and contributes actively toward team performance and the achievement of departmental, team or organisational goals and objectives.
   - Participates in payroll-related projects when and if required by your Manager.
   - Maintains collaboration and co-operation between all team members.
   - Contributes 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).
   - Takes responsibility for the effective outcome of team work.
   - Liaises with the direct Supervisor on a regular basis regarding verification on interpretations or processes, trends and issues which may have wide-reaching implications.

10. **Self-development for current and future employment.**
    - Develops and maintains knowledge and skills for competent performance of current position.
    - Agrees and implements an individual development plan.
    - Completes an NZPPA Certificate in Payroll Practice.
    - Completes an NZPPA Course on Payroll Auditing.

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 the organisation's payroll cycle, e.g. weekly, fortnightly or 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 discussed and referred to the Manager and Human Resources.

- 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 organisation, 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 organisation.

AUTHORITIES:
Financial – Reports to Payroll 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 Certificate in Payroll Practice, NZPPA Payroll Calculation and NZPPA Auditing courses would also be advantageous.

EXPERIENCE AND KNOWLEDGE REQUIRED:
- Knowledge gained through previous New Zealand payroll experience is essential, with a minimum of five years' experience in payroll (including start to finish of payroll processing).
- 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.
- Previous experience with (*insert your payroll software here)* system would be an advantage.
- Computer literacy in the Windows environment is essential.
- Experience (to a high level) in standard Microsoft Office applications preferred.
- Implementation of payroll software would also be advantageous.

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 for both internal and external clients.
- 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).*