

NZPPA Certification

POSITION DESCRIPTION		
TITLE OF POSITION: Payroll Consultant (Implementations External)	DEPARTMENT AREA: <i>(insert reporting department e.g. Finance or Human Resources)</i>	
REPORTS TO: Payroll Manager/Financial Controller also may be dotted line to HR Manager	DATE: <i>(insert start date)</i>	
TENURE: <i>(insert part time or full time)</i>	PROPORTION: (1.00 FTE or .50 FTE)	SALARY BAND: <i>(insert if relevant for your company)</i>

ORGANISATION SUMMARY:
(Insert your organisation summary here)

PURPOSE:
The Payroll Consultant is required to audit, implement and manage the payroll transitions of any major payroll project implementation ensuring a smooth and accurate transition with no interference to an organisation's pay periods and with payments being paid in a timely manner.

POSITION STATEMENT:
The Payroll Consultant is hired by an organisation to assist with project work in the Payroll Office and look at payroll best practice. Effective performance results in a high level of customer service and meeting project deadlines as required by an organisation. The Payroll Consultant will have implemented payroll systems previously and have a vast knowledge of running a successful payroll office and best practice.

KEY FUNCTIONAL RELATIONSHIPS – EXTERNAL

- Payroll software company.
- 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.
- Organisation's bank for setting up interface files alongside the Accountant (authoriser for bank).

KEY FUNCTIONAL RELATIONSHIPS – INTERNAL

- All employees with general enquiries relating to pay.
- Finance Department.
- Human Resources Department.
- Payroll Team.
- All other departments.
- Administrators and Personal Assistants.
- Senior management.

KEY ACCOUNTABILITIES:

1. Interprets day-to-day business objectives and preparation/execution of operational practices/work programmes.
2. Manages payroll project work.
3. Provides payroll customer service for external and internal requirements.
4. Undertakes payroll/human resource reporting for external and internal requirements.
5. Responds to enquiries and requests for information from customers.
6. Develops and improves resources, policies, procedures and systems.

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7. Performs other duties as required.

KEY TASKS AND EXPECTED RESULTS:

1. Interprets day-to-day business objectives and preparation/execution of operational practices/work programmes.

- Reviews daily work activities and assigned work; assesses Payroll Department workload, status of work in progress; and audits completed work.
- Provides information, assistance and/or training to employees/staff and provides technical/procedural assistance to staff, trains on payroll policies/procedures; answers employee/staff questions during payroll project work.

2. Manages payroll project work.

- Supervises payroll staff assisting with the project implementation.
- Ensures team members acquire necessary skills and performance attributes, in line with the business and personal development needs.
- Provides guidance to and shares knowledge with colleagues/team members relating to own specialisation.
- Sets up a project plan, with parties involved and timeframes to meet required deadlines.
- Secures the buy in and follow up from all parties to required actions.
- Attends weekly (as required) team calls/meetings.
- Escalates potential service issues to Manager concerned.
- Directs work within clear budgetary guidelines.
- Corrects payroll system setup and ensuring that it is setup correctly as per legalisation and the organisation's policy, collective and individual employment agreements.
- Undertakes parallel runs with the current payroll system to ensure that any errors are corrected before live run.
- Audits first parallel run against old system on setup e.g. codes, GL cost codes, gross amounts, employee setup, taxable and non-taxable earnings etc.
- Manages and guarantees weekly disbursement of various payrolls, including garnishments, benefits and taxes are consistent with legalisation and contractual conditions.
- Ensures the processing of new hires, temporary workers and transfers, promotions and terminations are accurate and timely.
- Ensures systems are setup and updated to reflect current employee base, including wages, benefits, sick and leave entitlements in line with employment contracts and legalisation.

3. Payroll customer service for external and internal requirements.

- Liaising with external agencies (such as Inland Revenue Department, unions etc.) when required.
- Checks reports for 100% accuracy before distribution and reconciles with the General Ledger accounts.
- Communicates actively with Operations, HR and Finance to review cross-departmental impacts and reconciles data sharing.
- Ensures setup of ACC claims and maintains appropriate records.
- Advises, interprets and provides direction to management and staff on organisational rules, contractual conditions, procedures and legislative regulations involving payroll and related benefit programmes to ensure ongoing compliance.
- Represents Payroll Department on external or internal committees, when required.

4. Payroll/human resource reporting for external and internal requirements.

- Custom reports may be required and are produced within specified time frames.
- Prepares a variety of correspondence, memoranda, statistical summaries, reports, announcements and other materials related to the payroll function.

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

- May be accountable for ongoing management of effective client service relationship in one area of the business as the main point of contact for senior client representatives in regards to time and attendance or flow on information required by payroll.
- 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.
- Acts as liaison to staff, employees, and administrators by answering questions, providing alternatives, and facilitating decision-making on the project work.
- 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 Manager.
- Provides information/advice to staff/managers on what is available in terms of administrative procedures etc.

6. Develops and improves resources, policies, procedures and systems.

- Analyses and improves the HRIS and payroll systems and processes to streamline, gain efficiencies, and align with organisational strategies and to achieve best practice.
- 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 mandates and statutes.
- Defines standards and reusable approaches within the payroll operational framework.
- Identifies process improvement initiatives and defines standards for new processes.
- Creates or updates SOPs; these will need to be checked and signed off by the Payroll Supervisor prior to the approval of the Payroll Manager (e.g. Holidays Act changes and instructions on codes and setups in the payroll software, data entry etc.).
- Works closely with Information Technology to identify opportunities to increase the effectiveness of computer operations, system utilisation, response time, and software capabilities/needs.
- Works in conjunction with Information Technology to develop, test and implement new payroll system upgrades and/or enhancements; trains users in operation of system; reports problem situations.
- Trains team members on new or enhanced operational procedures and policies.
- Critically reviews and analyses current payroll, benefits and tax procedures in order to recommend and implement changes leading to best practice operations.
- Implements quality control measures.

7. Other duties required from time to time.

- Upgrades HRIS and payroll systems as required by software supplier making changes to software to complete upgrades.
- Tests software implemented in test background with normal pay runs to ensure correctness before going to live pay run.
- Audits payroll balance sheets, YTD earnings, etc.; on a regular basis.
- Audits the software system following software changes to ensure it is correct and within company guidelines.
- Works with software suppliers to provide solutions to software issues.
- Identifies ongoing training needs for managers in payroll.
- Develops programmes and ensure employees and managers receive the appropriate training.
- Trains others in the Payroll Team to undertake back-up payroll and payroll assistance.

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

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- Supports and contributes actively toward team performance and the achievement of the departmental, team or organisational goals and objectives.
- Maintains collaboration and co-operation between all team members.
- Works closely with Accounting and Human Resources on all payroll-related issues.
- Contributes to overall team goals by demonstrating a willingness and flexibility to project work (where skills and experience enable this to be possible).
- Takes responsibility for the effective outcome of team work.
- Liaises with the Manager on a regular basis regarding verification on interpretations or processes, trends and issues which may have wide-reaching implications in the organisation.

9. Self-development for current and future employment.

- Develops and maintains knowledge and skills for competent performance of current position.

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 project work within (*insert your specifications*) according to the organisation's requirements.
- 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 or discussed with your direct Manager.
- 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 Financial Controller/Payroll Manager, may also have a dotted line to Human Resources Manager/Director.

Staff – Payroll Supervisor, Payroll Officers, Payroll Co-ordinator regarding implementation of payroll project work.

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, NZPPA Payroll Auditing course and NZPPA Certificate in Payroll Management would also be advantageous, as well as being a certified Professional in Payroll (PNZPPA status).

EXPERIENCE AND KNOWLEDGE REQUIRED:

- Knowledge gained through previous New Zealand payroll experience is essential, with a minimum of five years' experience in payroll operations including start to finish of payroll processing experience.
- Knowledge of and interest in payroll-related legalisation including the Holidays Act 2003 and further amendments, Employment Relations Act 2000 and further amendments, KiwiSaver Act 2006 and further amendments, Minimum Wage Act, Wages Protection Act, Parental Leave Act, employment law, Privacy Act, employment agreements, taxation legalisation, EEO, etc., would also be an advantage.
- Comprehensive knowledge and experience of computer-based HRIS and payroll systems with (*insert your payroll software here*) system is preferable/essential (*insert what is applicable for your organisation*).
- Computer literacy in the Windows environment is essential.

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- Experience (to a high level) in standard Microsoft Office applications is preferred.
- Previous payroll implementation and project experience is essential.

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 leader – the ability to take the lead and lead by example as well as being team orientated; a 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).*