

NZPPA Certification

POSITION DESCRIPTION		
TITLE OF POSITION: Payroll Manager	DEPARTMENT AREA: <i>(insert reporting department e.g. Finance or Human Resources)</i>	
REPORTS TO: Financial Controller also maybe 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 Manager is required to manage the payroll function ensuring employee terms and conditions are met along with all legislative requirements. The Payroll Manager also ensures that the department meets all payroll objectives.

POSITION STATEMENT:
The Payroll Manager is responsible for the Payroll Supervisor and payroll representatives ensuring that all processes are executed appropriately and in a timely manner. The Payroll Manager also manages the duties within the Payroll Department and operates as the subject matter expert and escalation point to resolve issues and continuously looks for improvements in operational processes and designs and implements those initiatives. The post holder optimises the contribution of the team through coaching and counselling and implements workable solutions to business issues/problems with minimum referral to management. The Payroll Manager defines standards and reusable approaches for payroll operations. This individual manages effective internal/external client relationships within own areas of responsibility, and builds client relationships in the wider group or unit.

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.
- Department of Statistics.

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 team.
3. Payroll customer service for external and internal requirements.

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4. Human resource/payroll 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.
7. Performs other duties required from time to time.

KEY TASKS AND EXPECTED RESULTS:

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

- Approves Payroll Supervisor plans in coordinating daily work activities and assigned work; organises and prioritises payroll department workload, monitors status of work in progress; and inspects 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 editing and check processing.
- Approves planned payroll processing schedules a year ahead of schedule and cut off dates/times and communications to managers and employees on pay information.
- Approves prepared work schedules to ensure appropriate coverage in payroll department at all times.
- Manages and guarantees weekly disbursement of various payrolls, including garnishments, benefits and taxes 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.
- Adjusts payroll input as required according to time records, annual and other leave and statutory/voluntary deductions.
- Personally processes weekly pay checks for executive staff if your payroll requires this.

2. Manages payroll team.

- Supervises payroll staff, including Payroll Supervisor and Payroll Specialists.
- Approves and releases manual off-cycle payment runs.
- Approves and releases pay periods.
- Assists Payroll Supervisor in reviews and evaluation of performance of assigned employees (direct reports); reviews evaluations and recommends development plans of assigned employees to Manager for review/approval.
- Assists in monitoring workload of direct reports.
- 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.
- Creates annual team objectives.
- Attends weekly (as required) team calls/meetings.
- Escalates potential service issues to Manager concerned.
- Directs work within clear budgetary guidelines.
- Participates in interview process for new hires into payroll roles.
- Performs duties of the Payroll Supervisor in their absence and attends meetings as necessary.

3. Payroll customer service for external and internal requirements.

- Liaising with external agencies (such as Inland Revenue Department, WINZ, Housing Corporation, Southern Cross, Ministry of Justice, court deductions, unions etc.) when required.

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- Authorising payment of the reconciliation and payment of superannuation-related deductions.
- Authorisation of monthly reconciliations and payments for employer superannuation subsidy, PAYE, child support, student loans, social club and related deductions.
- Produces ad hoc reports as requested by staff and managers.
- Allocates payroll expenses to appropriate accounts for costing purposes.
- Checks reports for 100% accuracy before distribution and reconciles with the General Ledger accounts. Also carries out any reconciliation/accounting procedures connected with the pay function.
- Communicates actively with Operations, HR and Finance to review cross-departmental impacts and reconciles data sharing.
- Processes ACC claims and maintains appropriate records.
- Assists external and internal auditors during audit process by providing documents, reports and other payroll-related reports upon request; implements procedural changes recommended by auditors.
- Advises, interprets and provides direction to management and staff on organisational rules, contractual conditions, procedures, and legalisation regulations involving payroll and related benefit programmes to ensure ongoing compliance.
- Represents Payroll Department on external or internal committees, when required.

4. Human resource/payroll reporting for external and internal requirements.

- Produces reports within specified time frames.
- Prepares a variety of correspondence, memoranda, statistical summaries, reports, announcements and other materials related to the payroll function.
- Creates and generates reporting as required.
- Provides regular payroll/HR monitoring statistics.
- Provides accurate data and reports on salary and compensation planning.
- Participates in the preparation of the recommended department/unit budget or budgets.
- Manages regular preparation of relevant management reports, including weekly, monthly, quarterly and year-end reports (gross payroll, hours worked, leave accrual, tax deductions, benefit deduction etc.).
- Provides ad hoc reports when required.

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.
- Provides expert information to customer enquiries relating to pay, leave entitlements, and 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.
- Sensitivity is demonstrated to employees in some private situations.
- Acts as liaison to staff, employees, and administrators by answering questions, providing alternatives, and facilitating decision making.
- 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 term of benefits, eligibility criteria, options and related administrative procedures.

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.

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- 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.
- When any changes are made to current SOPs these will need to be updated and then 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 effectiveness of computer operations, system utilisation, response time, and software capabilities/needs.
- Works in conjunction with Information Technology to develop, test and implement 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.
- Partners with Human Resources in aligning and implementing a more sophisticated payroll and benefits system.
- 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.

- Approves tax year end and financial year end processes.
- Approves or completes annual PAYE and ACC reconciliations for invoicing.
- Upgrades HRIS and payroll systems as required by software supplier making changes to software to complete upgrades.
- 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 and leave management.
- Develops programmes and ensures employees and managers receive the appropriate training.
- Co-ordinates and conducts new employee payroll system inductions in absence of Payroll Supervisor.
- Project work when required, e.g. system review changes, integration of companies, implementation of a new payroll or payroll software.
- Trains others in the Payroll Team to undertake back-up payroll and payroll assistance.
- Performs duties of a Payroll Specialist Senior, as necessary.

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

- 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 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 Manager on a regular basis regarding verification on interpretations or processes, trends and issues which may have wide-reaching implications.

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9. 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 Management.
- NZPPA Payroll Auditing course if not already attended.
- Undertakes professional development to pass and become a certified Payroll Professional (PNZPPA) if not already.

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 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, may also have a dotted line to Human Resources Manager/Director.

Staff – Payroll Supervisor, Payroll Officers, Payroll Co-ordinator.

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.

EXPERIENCE AND KNOWLEDGE REQUIRED:

- Knowledge gained through previous New Zealand payroll experience is essential, with a minimum of five years' experience in payroll operations from start to finish payroll processing.
- Knowledge of and interest in payroll-related legislation 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, taxation legislation, EEO, etc., would also be an advantage.
- Comprehensive knowledge and experience of a computer-based HRIS and payroll system with (*insert your payroll software here*) system would be preferred but is not essential.
- Computer literacy in the Windows environment is essential.
- Experience (to a high level) in standard Microsoft Office applications preferred.
- Previous payroll implementation experience preferable.

SKILLS

- Ability to establish and maintain effective client and team working relationships.

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- 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).*