

NZPPA Certification

| POSITION DESCRIPTION | | |
|--------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| TITLE OF POSITION: Payroll Supervisor | DEPARTMENT AREA: <i>(insert reporting department e.g. Finance or Human Resources)</i> | |
| REPORTS TO: Payroll Manager may also 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 Supervisor is required to provide accurate processing of assigned payroll and supervises the daily operation of the Payroll Department.

POSITION STATEMENT:
The Payroll Supervisor, supervises payroll representatives ensuring that all processes are executed appropriately and in a timely manner. The Payroll Supervisor also operates as the subject matter expert and escalation point to resolve issues and continuously looks for improvements in operational processes and designs and implements these 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 Supervisor conducts work planning, estimation and prioritisation to optimise the team's performance and works with the Payroll Manager to define standards and reusable approaches for payroll operations. This individual manages effective internal/external client relationships within own area of responsibility, and builds client relationships in the wider group/organisation.

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 or Supervisors for employee shift/department changes.
- Administrators and Personal Assistants.

KEY ACCOUNTABILITIES:

1. Interprets day-to-day business objectives and the preparation/execution of operational practices/work programs.
2. Assists Payroll Manager and supervises payroll staff.
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.

NZPPA Certification

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 programs.

- Coordinates daily work activities and assigns work; organises and prioritises the 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.
- Plans payroll processing schedules a year ahead of schedule and cut-off dates/times and communications to managers and employees on pay information.
- Prepares work schedules to ensure appropriate coverage in payroll department at all times.

2. Assists Payroll Manager and supervises payroll staff.

- Approves and releases manual off-cycle payment runs.
- Approves and releases pay periods.
- Supervises reviews and evaluates performance of assigned employees (direct reports); may review evaluations and recommend 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.
- Assists Payroll Manager to create annual team objectives.
- Facilitates weekly (as required) team calls/meetings.
- Escalates potential service issues to Payroll Manager.
- Directs work within clear budgetary guidelines.
- Participates in interview process for new hires into payroll roles.
- Performs duties of the Manager in their absence and represents Manager at 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.
- 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.
- Checks reports for 100% accuracy before distribution and reconciles with the General Ledger accounts.
- Works closely with the Payroll Manager to assist external and internal auditors during the 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, 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.

NZPPA Certification

- 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.
- 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 Payroll 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.
- 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 (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 the system; reports problem situations.
- Trains team members on new or enhanced operational procedures and policies.
- Implements quality control measures.

7. Other duties required from time to time.

- Undertakes tax year end and financial year end processes.
- 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.

NZPPA Certification

- 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 ensure employees and managers receive the appropriate training.
- Co-ordinates and conducts new employee payroll system inductions.
- Train 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.
- Participates in payroll-related projects when and if required by the Payroll Manager.
- 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 Payroll Manager 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.

- 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, Payroll Management.
- NZPPA Payroll Auditing course if not already attended.

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 the Payroll 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 Payroll Manager may also have a dotted line to Human Resources.

Staff – Payroll Officers, Payroll Co-ordinator and Payroll Representatives.

PERSON SPECIFICATION

EDUCATION/QUALIFICATIONS:

NZPPA Certification

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 course and NZPPA Payroll Auditing course 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 with start to finish 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, employment agreements, Privacy Act, taxation legislation, EEO, etc., would also be an advantage.
- Comprehensive knowledge and experience of a computer-based payroll and HRIS 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 is preferred.

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*).