

## Position Description

Employment Agreement:	DHBs/PSA South Island Administrative Employees Collective Agreement
Position Title:	<b>Payroll/HRIS Administrator</b>
Service & Directorate:	Payroll – Finance, Procurement and Facilities
Location:	Dunedin
Reports to:	Payroll Manager
Number of direct reports:	Nil
Date:	March 2021

### Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing  
We seek excellence through a culture of learning, enquiry, service and caring

### Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
<b>Looking after our people:</b> We respect and support each other. Our hospitality and kindness foster better care.	<b>Being sincere:</b> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	<b>Best action:</b> We are thoughtful, bring a positive attitude and are always looking to do things better.	<b>As family:</b> We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

### Our statutory purpose

To improve, promote and protect the health of our population

- Promote the integration of health services across primary and secondary care services
- Seek the optimum arrangement for the most effective and efficient delivery of health services
- Promote effective care or support for those in need of personal health or disability support services
- Promote the inclusion and participation in society and the independence of people with disabilities
- Reduce health disparities by improving health outcomes for Māori and other population groups
- Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
- Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE
<p>The key purpose of the role is to effectively contribute to the smooth running of the Payroll/HRIS service by providing an efficient and timely administrative support function that is responsive and flexible to the changing needs of the service/organisation.</p> <p>The Payroll/Human Resource Information System (HRIS) Administrator is responsible for providing Payroll/HRIS system support, advice and services to the organization to ensure that all employees receive accurate and timely Payroll/HRIS services.</p> <p>Participate in the day to day administration, maintenance, reporting and operations of the payroll (HRIS) to ensure payroll processing and related activities are completed accurately and on time.</p>

## Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies	
<b>Customer Focus</b>	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
<b>Integrity and Trust</b>	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent themselves for personal gain.
<b>Drive For Results</b>	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
<b>Managing Diversity</b>	Manages all kinds and classes of people equitably; deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; supports equal and fair treatment and opportunity for all.
Role Specific Competencies	
<b>Process Management</b>	Good at figuring out the processes necessary to get things done; knows how to organise people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.
<b>Listening</b>	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when they disagree.
<b>Managing and Measuring Work</b>	Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work.
<b>Interpersonal Savvy</b>	Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can defuse even high-tension situations comfortably.
<b>Priority Setting</b>	Spends their time, and the time of others, on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.
<b>Informing</b>	Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and / or the organisation; provides individuals information so that they can make accurate decisions; is timely with information.

KEY RELATIONSHIPS	
<b>Within Southern DHB</b>	<b>External to Southern DHB</b>

<ul style="list-style-type: none"> <li>• Southern DHB Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Patients and whanau</li> </ul>
<ul style="list-style-type: none"> <li>• Managers at all levels of the organisation</li> </ul>	<ul style="list-style-type: none"> <li>• Visitors</li> </ul>
<ul style="list-style-type: none"> <li>• Medical Directors and Clinical Leaders</li> </ul>	<ul style="list-style-type: none"> <li>• Stakeholders</li> </ul>
<ul style="list-style-type: none"> <li>• Nurse Directors/ADONs</li> </ul>	<ul style="list-style-type: none"> <li>• Accident Compensation Corporation</li> </ul>
<ul style="list-style-type: none"> <li>• Human Resource Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Government Departments</li> </ul>
<ul style="list-style-type: none"> <li>• Information Technology Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Banks and Credit Unions</li> </ul>
<ul style="list-style-type: none"> <li>• Service Administrators and other administrative support staff</li> </ul>	<ul style="list-style-type: none"> <li>• Dunedin School of Medicine</li> </ul>
	<ul style="list-style-type: none"> <li>• Other DHB Payroll Staff</li> </ul>

## PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
<b>Education and Qualifications (or equivalent level of learning)</b>	<ul style="list-style-type: none"> <li>Minimum level 2 NCEA.</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>At least 2 years clerical administration experience.</li> </ul>	<ul style="list-style-type: none"> <li>Experience in health or other public sector environment desirable.</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Knowledge of office and payroll systems and procedures.</li> <li>Evidence of good literacy and numeracy skills.</li> <li>Excellent computer skills, including knowledge of Microsoft Word, Excel and Outlook (e-mail).</li> <li>Knowledge of office and payroll procedures and HRIS systems.</li> <li>Good working knowledge of relevant legislation, including IRD legislation and procedures, Employment Relations Act 2000, Holidays Act 2003, Kiwisaver.</li> <li>Able to make decisions that take into account all applicable rules, regulations, legislations.</li> <li>Able to interpret contractual clauses and explain in plain English.</li> </ul>	<ul style="list-style-type: none"> <li>Report writing skills preferred.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>High standard of interpersonal communication skills, including written and verbal, across a variety of people.</li> <li>Ability to understand and follow written or verbal instructions.</li> <li>Sets high standards of performance.</li> <li>Ability to work well in a team and foster good interpersonal.</li> <li>Willing to support and assist other staff as required.</li> <li>Respect the privacy of individuals when dealing with personal information.</li> <li>Ability to cope under pressure.</li> <li>Be well presented and enjoy working in a front line role.</li> <li>Demonstrate the ability to be flexible and cope with fluctuating work demands and changes in process.</li> <li>Acts with discretion, sensitivity, integrity &amp; confidentiality at all times.</li> <li>Ability to solve problems/inquiries using existing knowledge of systems, processes, contracts &amp; legislation.</li> <li>Ability to work both independently and within a team with minimal supervision.</li> <li>Evaluates situations and identifies existing problems or opportunities.</li> <li>Actively seek solutions to problems before being asked or directed.</li> </ul>	

## KEY RESULT AREAS:

<b>Key Accountabilities:</b>	<b>Example of successful delivery of duties and responsibilities</b>
<p><b>Service Support</b></p> <p>Provide high quality administrative support to the Payroll/HRIS service, ensuring efficient and effective service delivery Undertake duties associated with the position, as required to maintain an efficient service, including up skilling as required/directed by the manager</p>	
<ul style="list-style-type: none"> <li>• Provide timely and accurate confidential administrative support to enable the efficient functioning of the service, including but not limited to:</li> <li>• Set up and maintain effective electronic and paper filing systems and procedures relevant to the service, enabling quick access to information.</li> <li>• Identify potential improvements to systems and processes to ensure the continuous improvement of administrative duties.</li> <li>• Demonstrate attention to detail and accuracy.</li> <li>• Demonstrate a willingness to adapt to changing needs of the service.</li> <li>• Evaluates situations and identifies existing or potential problems and opportunities.</li> <li>• Demonstrate excellent customer service skills, by listening and interacting with stakeholders in a courteous, polite and responsive manner while adhering to relevant established protocols.</li> </ul>	<ul style="list-style-type: none"> <li>• All duties performed to a high standard.</li> <li>• Prompt response to requests.</li> <li>• Enquires are handled efficiently, promptly and appropriately.</li> <li>• Efficient transactional processing.</li> <li>• Adherence to work practice in line with organisational and finance policies.</li> <li>• Accurate high quality documentation produced in a timely manner.</li> <li>• Incoming phone calls and visitors are given exceptional customer service.</li> <li>• Prioritise work to ensure efficient service delivery.</li> <li>• Recognise that everyone is entitled to consideration and respectful care without prejudice.</li> </ul>
<p><b>Individual and Team Performance</b></p> <p>Participate in and contribute to the functioning of the team. Establish and maintain an effective working relationship with other staff. Assist other staff when required, and provide relief cover to team members on leave as directed by the manager. Maintain a current desk file. Maintain a high standard of integrity and work ethic including the utilisation of DHB equipment and consumables economically.</p>	
<ul style="list-style-type: none"> <li>• Participate as a team member to ensure the best outcome for the organisation.</li> <li>• Actively engage with and support colleagues, taking personal responsibility for ensuring effective working relationships with all team members.</li> <li>• Work to ensure a cohesive, positive and highly motivated team environment, with responsibility for effective skills transfer and knowledge share.</li> <li>• Work closely and harmoniously with others to achieve organisational goals.</li> <li>• Prioritise own workload and manage own time effectively.</li> <li>• Information is communicated in a courteous and sensitive manner.</li> <li>• When workload allows, proactively assist other staff.</li> <li>• Provide leave cover as required.</li> <li>• Keep an up to date desk file to enable relief staff to pick up duties without disruption to the workflow.</li> <li>• Be able to work efficiently and effectively unsupervised.</li> </ul>	<ul style="list-style-type: none"> <li>• Active participation in the team.</li> <li>• Collegial support and strong working relationships evident with other team members.</li> <li>• Demonstrate a pleasant, accepting and helpful attitude.</li> <li>• All duties performed to a high level standard.</li> <li>• The routine of the service is uninterrupted.</li> <li>• Collegial support and strong working relationships evident with the wider team, e.g. IT, HR, Finance.</li> </ul>

<ul style="list-style-type: none"> <li>Promote and adhere to the philosophy of the Southern Way principles.</li> </ul>	
<p><b>Quality and Performance</b></p>	
<p>Participate in the day to day administration, maintenance, reporting and operations of the payroll (HRIS) to ensure payroll processing and related activities are completed accurately and on time</p>	
<ul style="list-style-type: none"> <li>Maintain professional and organisational quality standards.</li> <li>Ensure delivered work is planned, delivered, and implemented consistently against quality standards.</li> <li>Continuously evaluate and assess improvement opportunities to perform job in most effective manner.</li> <li>Assess opportunities to achieve goals in a more decisive way.</li> <li>Provide excellent organisational and time management skills.</li> <li>Maintain confidentiality and handle interpersonal issues in a discrete and impartial manner.</li> <li>Develop and maintain a good working relationship with managers and staff.</li> <li>Provide payroll system support, advice and services to the organization.</li> <li>Complete required data entry into the DHB's HRIS including the setup of new employees, processing of salaries and benefits, and time entry.</li> <li>Work closely with HR and Information Systems to ensure efficient and seamless processing, sharing and interpreting of required payroll related information and compliance with collective agreements, and DHB policies.</li> <li>Assist with reporting on and provision of payroll information for employment relations review processes, collective agreement negotiations and other strategic management needs.</li> <li>Respond to and resolve inquiries and issues from employees, managers and senior administration staff about complex Payroll/HRIS related issues including policies, procedures and entitlements, escalating if required. Where required coordinate with other teams (e.g. IT, HR) to ensure the issue is resolved completely.</li> <li>Participate in the preparation and filing of employment related returns and reports, including PAYE and other tax forms, Kiwisaver, ACC and similar reporting and return requirements.</li> <li>Prepare and process out-of-cycle payroll transactions as required.</li> <li>Assist with non-routine matters, ad hoc analysis and special projects as required.</li> </ul>	<ul style="list-style-type: none"> <li>Performance is in alignment with HR quality audit standards, organisational requirements, and professional standards.</li> <li>all employees receive accurate and timely Payroll/HRIS services.</li> <li>Payroll processing occurs consistently and accurately and deadlines met.</li> <li>Requests for information is handled in a professional, timely and confidential manner.</li> </ul>
<p><b>Other Duties</b></p>	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p> <p>Act as a role model for the Southern DHB Organisational Values.</p>	<ul style="list-style-type: none"> <li>You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</li> <li>You produce work that complies with SDHB processes and reflects best practice.</li> </ul>

	<ul style="list-style-type: none"> <li>• Research undertaken is robust and well considered.</li> <li>• Live and support our values in everything you do.</li> </ul>
<b>Living Southern DHB Values</b>	
Proactively demonstrating Southern DHB values in all aspects of the role.	<ul style="list-style-type: none"> <li>• Demonstrates behaviours that we want to see from each other, at our best.</li> <li>• Contributes positively to a culture of appreciation, a learning culture, where people feel safe to speak up.</li> <li>• Contributes positively to team and other initiatives that seek to improve patient and whanau experiences and/or staffs experience of working.</li> </ul>
<b>Professional Development – self</b>	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> <li>• Training and development goals are identified/agreed with your manager.</li> <li>• Performance objectives reviewed annually with your manager.</li> <li>• You actively seek feedback and accept constructive criticism.</li> </ul>
<b>Health, Safety and Wellbeing</b>	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB’s Health, Safety and Wellbeing policies, procedures and systems.	<ul style="list-style-type: none"> <li>• You understand and consistently meet your obligations under Southern DHB’s Health and Safety policy/procedures.</li> <li>• You actively encourage and challenge your peers to work in a safe manner.</li> <li>• Effort is made to strive for best practice in Health and Safety at all times.</li> </ul>
<b>Treaty of Waitangi</b>	
Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.	<ul style="list-style-type: none"> <li>• <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other.</li> <li>• <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education.</li> <li>• <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.</li> </ul>

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

## CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

Date

.....  
Manager

.....  
Date