

Position Description

Position Title:	Team Leader – Payroll
Reports To:	Manager – Financial Services
Responsible For:	3 Direct Reports
Group and Team:	Finance and Assurance – Financial Services
Children’s Worker:	No
Delegations and Budget Responsibilities:	As per Delegations Register

Purpose

Lead and mentor the Payroll team in the delivery of the payroll function for Council employees, Elected Members and associated entities ensuring adherence to legislation, payroll objectives and Council policy. Operate as the subject matter expert and escalation point to resolve issues ensuring ongoing compliance with all legal and contractual obligations. Continuously look for improvements in operational payroll systems and processes leading the implementation of those initiatives. Ensure services provided by the team are customer focused, achieving a high standard of accuracy, efficiency and timeliness. Undertake other projects as appropriate.

Key Relationships

External to Council

- Clients/public.
- Community groups and organisations.
- Other local and regional authorities.
- Outside agencies including Government departments.
- Professional organisations.

Within Council

- Other team members in your Department/Group.
- Other Invercargill City Council employees.
- Elected Representatives.
- Executive Leadership Team.

Our Compass Values and Behaviours

Responsibility

Take ownership of decisions and outcomes, both collectively and individually.

- We willingly share our knowledge.
- We acknowledge our mistakes, work to resolve them and learn from them.
- We give and receive feedback in a constructive manner to resolve issues.
- We do our job with total commitment.

Respect

Everyone is important, as are their views.

- We support and care for each other.
- We stop to listen, learn and understand.
- We communicate in an honest, up-front, and considerate manner.
- We maintain confidences and avoid hurtful gossip.

Above and Beyond

Take opportunities to go the extra mile.

- We take the initiative to improve our work practices to get the best result.
- We challenge ourselves and each other to make it better.
- We take pride in providing the best possible outcomes.
- We are ambassadors for our Council at all times.

Positivity

Always look on the bright side of life.

- We are approachable, interested and friendly.
- We are open and receptive to change.
- We acknowledge and praise the efforts of others.
- We work together as a team to get the job done.

What You Will Do *(provided as a guide only)*

Team Leadership

- Lead, coach and motivate team members, promoting employee engagement with constructive feedback, openness, acknowledgement and trust.
- Encourage a workplace culture of shared ideas, problem solving and mutual support within and across teams that empowers others to achieve results that are responsive, business like, well planned, safe and successful.
- Create a team culture, supported by processes and practice, that views health, safety and wellbeing as a critical element of business as usual.
- Supervise team member performance and ensure the effective delegation of work tasks.
- Work alongside management to ensure that the annual performance development is carried out in accordance with Council's Performance and Remuneration Framework.
- Promptly raise concerns relating to the performance of team members with management so that an appropriate support/development plan can be put in place.
- Alongside management, work within the financial activities and budgets under your control in accordance with Council guidelines, timelines and delegated responsibilities.

Delivery of Payroll Services

- Lead and deliver fortnightly pay to all organisations supported within agreed timeframes.
- Evaluate payroll processes and system requirements to ensure compliance with contractual and legislative obligations within system restrictions at all times.
- Play a leading role in Payroll strategic planning and ensure that this is aligned with the People and Culture team plan.
- Work with the wider People and Culture team to anticipate upcoming changes to any employment agreements, changes in practice, legislation or organisational structure that impacts on payroll and wider HR functions ensuring changes are implemented to meet these requirements.
- Ensure leave entitlements are correct and aligned to legislation.
- Cultivate and manage strong and positive relationships with internal and external clients and stakeholders.
- Develop / provide online resources and training for managers and team leaders throughout the organisation.

Processing and Reporting

- Manage payroll data processing within timeframes.
- Determine integrity of processed data including internal checks of data.
- Respond to complex queries from employees and the business. Provide solutions and assistance to the Payroll and People and Culture teams by sharing knowledge.
- Ensure identified issues and problems are investigated, resolved and solutions are found for complex system issues.
- Reconcile and process IRD Payments and adjustments ensuring that IRD deadlines are met. Investigate and resolve queries.
- Provide reports for various parties as requested/required. These may be regular reports or ad hoc and includes audit reporting.

Process and System Management and Development

- Ensure up to date process documentation is maintained in ProMapp.
- Support data integrity, undertake spot checks and develop Data Integrity Reporting to identify issues and confirm legislative compliance is maintained.

- Conduct User Acceptance Testing of any changes to the payroll systems, prior to deployment into the production environment.
- Ensure that upgrades to the payroll systems are done in a timely manner.
- Be the subject Matter Expert for the Payroll system within the organisation.
- Provide interaction and guidance on processes and systems that interact with the Payroll system.
- Review and enhance processes in order to maintain an appropriate level of internal control and simplify and improve efficiencies.

Projects

- Identify and lead payroll projects that add value and efficiency in process and control requirements.
- Participate and advise, from the Payroll perspective, on projects/initiatives from other areas of the Council.

Legislation and Updates

- Keep up to date with legislative changes and educate the Payroll team, management and People and Culture to keep everyone aware of legislative requirements and their impact and risk to the organisation.
- Seek and challenge legal or technical advice where appropriate.

Note: Specific performance measures for this position will be discussed between you and your manager through the performance development plan process.

What You Will Bring

The below qualities, knowledge and skills are the key focus for this position and are used to assess an applicant's suitability for the role and the incumbent's performance in the position.

Education and Qualifications

Essential:

Applied Payroll (Level 5) or significant relevant experience
NZPPA Certificate in Payroll Calculations (Level 5)

Desirable:

NZPPA Certificate in Payroll Law (Level 2)
A tertiary qualification in leadership / management / communication
NZQA Level 3 or equivalent

Knowledge, Skills and Experience

Essential:

Five years' comprehensive experience in a pressured payroll environment at a leadership level
Extensive experience working with various disciplines on a payroll system
Sound knowledge of New Zealand payroll legislation including Holidays Act 2003 and the practical application of it to a variable workforce
Sound understanding, knowledge and the ability to interpret employment agreements and HR and Payroll related legislation
Demonstrated leadership skills, including the ability to motivate and develop staff and promote a safe, harmonious and productive workplace environment
Ability to problem solve and analyse situations effectively
Sound Customer Service ethos including the ability to manage difficult or emotional situations
Sound time management, organisation and delegation skills
Excellent written communication skills

Desirable:

Prior experience managing a team and working in a stressful, challenging environment

Agreement

Employee

Name

Sign

Date

Manager

Name

Sign

Date

Note: From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes may be considered as part of the performance development review process or as required.

What We All Do

Customer Commitment

Treat customers with respect – taking the time to listen, learn and understand.
Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times.
Acknowledge problems and complaints, identifying and promptly acting on solutions.

Continuous Improvement

Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate.
Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

Health, Safety and Well-being

Promote a safe and sound working environment and a culture of safe and responsible behaviours and attitudes.
Adhere to Health, Safety and Well-being policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.

Civil Defence Emergency Management

Assist Council in preparing for and responding to an emergency.
After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.

Other Duties

Undertake duties from time to time that may be in addition to those outlined but which fall within your capabilities and experience.