

Position Description



Position Title:	Payroll Team Leader
Support Function:	People & Capability
Reports to:	Head of HR Shared Services
Last review date:	August 2025

*Kotahi mano ngā rā hiki te oranga mō ngā tipuranga i roto i te hāpori
In the first 1000 days setting the path of wellness in our communities, for generations to come*

Whānau Āwhina Plunket – who we are and what we are about

Whānau Āwhina Plunket is a charity organisation and the largest service supporting the health and wellbeing of tamariki under-five and their whānau in Aotearoa. We're proud to visit over 85% of all newborn babies in Aotearoa and to support pēpē, tamariki and their whānau.

We aim to be a cohesive and effective national organisation grounded in evidence and best practice, with the needs of New Zealand whānau and families at the centre of everything we do.

Our Whānau Āwhina Plunket Goals are:

- **Pae Ora:** Healthy Futures:
- **Mauri Ora:** Healthy babies and children
- **Whānau Ora:** Healthy confident families
- **Wai Ora:** Healthy environments and connected communities

We are on a pro-equity journey where we strive to give life to Te Tiriti o Waitangi principles of Tino Rangatiratanga, partnership, active protection, equity and options in our mahi/work to ensure healthy tamariki, confident whānau and connected communities.

Whānau Āwhina Plunket Values

Our values shape our culture and you are expected to work in ways that demonstrate:

- **Māia** – to be courageous and lean into discomfort and challenge as we walk the path of pro-equity
- **Tūhono** – to connect and stand in relationship in calm and safe spaces (āhuru Mōwai)
- **Manaaki** – to care, love, nurture, support and mana enhancing. Respects mana atua, mana tīpuna, mana whenua, mana tangata
- **Māhaki** – to be humble as we share our knowledge experience to understand and learn from each other and foster trust

Overview of the HR Shared Service Function

Our team is critical in supporting the organisation to achieve its purpose by providing a high-quality specialist internal service that is impactful, proactive and innovative. Supporting all aspects of the employee lifecycle and striving to create a performance focused, engaged culture while championing our values, vision and strategy. It's customer focused and looks to leverage technology to ensure efficiency and consistency across the organisation.

Purpose of the Position

The Payroll Team Leader is responsible for providing strong leadership to the payroll team. Ensuring timely, efficient and accurate processing of the fortnightly payroll and that payroll records meet best practice accounting, audit and legal requirements. Championing integrity of kaimahi data held in the payroll system and managing data requests.

Dimensions of the Position

Direct Reports: Payroll Administrators

Functional relationships: These are the primary positions that this role will coordinate with; the list is not intended to be exhaustive, exclusive or limiting:

Internal	External
• HR Business Partnering team • Finance • Managers and staff in all business units	• Auditors • IRD • ACC

Key Accountabilities

Payroll

- Ensures the fortnightly payroll runs smoothly and Plunket people are paid accurately and on time
- Manages, coaches, and mentors team to meet payroll goals and objectives
- Maintains oversight of incoming work and team workload to ensure expectations and deadlines are managed and met
- Supports the team to trouble shoot problems including technology issues or clarifying queries relating to terms & conditions of employment
- Occasionally completes payroll processing and checking to keep operational skills up to date, and to quality check the team's work
- Ensures the business is kept up to date on payroll changes
- Cultivates and manages strong and positive relationships with internal and external clients
- Identify and manage data cleansing, data integrity, data analysis and reporting requirements

- Works with HR to anticipate and implement changes in legislation or terms & conditions of employment

Reconciliation and audits

- Ensures all information required by the finance team is received in a timely manner
- Works with the finance team to resolve any reconciliation issues
- Ensures payroll documentation is maintained and accurately reflects current best practice
- Ensures information is provided for internal and external audits

Drive Continuous improvement Initiatives

- Participate in strategic projects and initiatives
- Contribute to the development/implementation of streamlined HR/Payroll processes
- Lead the team's involvements in the payroll improvements
- Fosters a continuous improvement culture in the team

Leadership

- Provide leadership to the Payroll team, developing the team as individuals and ensuring they have the capability to succeed in their roles and achieve their goals
- Ensure the team has a clear direction and knowledge of what is expected of them and why
- Participate as Payroll representative on organisational working groups and projects as appropriate
- Lives Plunket's values and build its culture through fostering an environment of collaboration and engagement
- Demonstrate organisational leadership by being a positive agent of change, actively embracing Te Tiriti o Waitangi principles and role modelling the desired culture and ways of working.

Relationship Management

- Well-functioning relationships established with internal and external stakeholders and clients
- Partner with members of People & Capability to ensure frameworks, policies and tools are seamlessly integrated into other key HR processes
- Partner with Finance and business managers to support business planning and budgeting processes.

Health & Safety

- Manages own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents
- Ensures own and others' safety at all times and observes health and safety practices in all workplace activities
- Understands the responsibility individuals and their manager play in health and safety; training is up-to-date and can demonstrate actions in an emergency situation that are specific to the workplace and are designed to keep individual safe
- Complies with relevant safety legislation, policies, procedures, safe systems of work and event reporting
- Identifies and reports all incidents, accidents, and near misses in accordance with policy

Position Description and Scope of Duties

The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description, and such other duties reasonably within their experience and capabilities as may be from time-to-time assigned following consultation.

Once appointed a programme of work will be developed with the appointee that will set out the specific tasks and time frames to achieve the key deliverables for this position. Progress will be monitored through Plunket's Performance and development programmes.

Person Specification

Qualifications and Background

- 5+ years' experience as a payroll professional
- Experienced people manager with proven ability to lead and develop teams
- Sound knowledge and experience in using Tech1 and streamlining processes
- Exposure to a customer-centric HR shared services model

Skills and Experience

- Robust knowledge of payroll principles and practices as well as relevant employment and payroll legislation
- Ability to inspire others and provide strong and authentic leadership
- Able to identify and implement business improvements that raise business performance
- Ability to handle ambiguity and work through issues in a logical and systematic way
- Ability to engage with a wide range of internal and external stakeholders
- Maintains an adaptable working style, even under pressure, to prioritise and take responsibility for the management and delivery of multiple and conflicting priorities
- High level of accuracy and attention to detail
- The ability to handle and deal with confidential information and matters
- A genuine commitment to Whānau Āwhina Plunket values, kaupapa and Te Tiriti o Waitangi.