

## **SCHEDULE THREE**

### **JOB DESCRIPTION November 2025**

#### **Title & Reporting Relationships**

**Position Title:** Te Āpiha Rārangī Utu - Payroll Officer, Payroll, Reporting and Insights Team, People and Capability Group

**Grade:** Payroll Officer: SP12 Senior Payroll Officer: SP13

**Reports to:** Manager Payroll, Reporting and Insights

**Purpose of the Group and the Position:** **The People and Capability Group**, comprises: Human Resources Service Delivery, Organisational Development, Health, Safety and Wellbeing, and Payroll, Reporting and Insights.

The People and Capability Group is responsible for providing the strategic management and robust effective operation of human resources, health, safety and wellbeing, payroll, and organisational development functions, in compliance with relevant legislation and in accordance with Council's policies. The team provides support across the organisation, cultivating a thriving and dynamic culture by supporting the development and wellbeing of people through strategic talent management and support services.

Working within the Payroll team, the Payroll Officer undertakes day-to-day payroll duties and assists the Manager Payroll, Reporting and Insights in the preparation and processing of Council payrolls and related reporting requirements in accordance with organisational policy and financial audit and legislative requirements.

The role is a direct point of contact for all staff payroll and leave queries, and as such, a strong customer focus is required.

Given the nature of the payroll work undertaken, confidentiality is paramount and good judgement and discretion are always required.

**Internal Customers:** This role is responsible for establishing and maintaining effective, co-operative and professional working relationships with all stakeholders including:

- Members of the wider People and Capability Group
- Finance team
- Governance Services team
- Digital Solutions team
- Managers and staff from across all other teams within the Council
- Elected members and Committee Members

**External Customers:**

- Auditors

- Payroll Software Provider (Frontier)
- Superannuation Providers
- Inland Revenue
- Accident Compensation Corporation
- Work and Income NZ
- Ministry of Justice
- Statistics New Zealand
- Organisations associated with the Council for provision of Payroll services (NZPPA)

### **KEY RESPONSIBILITIES AND OUTCOMES**

In the current local government environment, Council must be well positioned and supported to meet the current and future needs of our communities for good quality local infrastructure, local public services, and performance of regulatory functions in a way that is cost-effective for businesses and residents. The Council needs to be ready for, and respond appropriately to, changes in external operating environments (such as shifts in government policy), which in turn influences how we do things. The Council is working to be well-positioned not only to see what is coming but also to take opportunities to influence the shape of these externally driven changes.

We require all staff to demonstrate behaviours that underscore our commitment to build and maintain an organisation that is acknowledged and respected for being:

- Caring – we understand our customers' needs, share information and work as a team;
- Dynamic – we bring a can-do attitude to make it happen; and
- Effective – we get it right and deliver consistent, value for money services.

Staff will be aware of political sensitivities, support equal employment opportunities, and demonstrate an understanding of Te Tiriti o Waitangi within the context of local authority.

### **Functional Key Requirements**

- See table below – Payroll Officer and Senior Payroll Officer requirements.

#### **Payroll Resources**

- Ensure Payroll processing Standard Operating Procedures (SOPs) are up-to-date and in line with continuous improvements and updates.
- Maintain payroll user guides (ichris and HR21 (payroll kiosk) on our staff intranet (HubKap – Our people hub) and ensure they remain fit for purpose.
- Experienced at keeping internal payroll resources current via staff intranet.

### **Personal Key Results**

- Demonstrate commitment to organisational values through behaviour that is consistent with our caring, dynamic and effective approach to customer service.
- Establish and maintain effective and efficient working relationships with all stakeholders.
- Share payroll knowledge and expertise with wider People and Capability team, and within Council as needed. Ensuring we identify broader risks, implications, issues and opportunities from a payroll perspective and legislative compliance issue.
- Contribute collaboratively, positively, and effectively to the operation of the team, the Group, and the broader organisation.
- Take responsibility for your own self-development to enhance skills and knowledge applicable to current and future positions.
- Exhibit behavior which is consistent with the understanding of Te Tiriti o Waitangi and its application for the Council.

### **Health and Safety**

All employees have a responsibility to work towards keeping a safe and healthy work environment by following all safe work methods, identifying workplace risks and hazards and

using appropriate safety equipment. This includes, but is not exclusive to, demonstration of the following:

- Taking all reasonable steps to ensure your own safety at work, and that no action or inaction of yours while at work causes harm to any person or the environment;
- Reporting any risks and/or hazards you become aware of in the workplace;
- Observing all safety policies, procedures and precautions, including wearing and using the protective clothing and equipment;
- Notifying your manager/Group Manager/H&S Advisor immediately if you have an accident/incident/near miss at work and completing the required forms within 24 hours;
- Notifying your manager/Group Manager/H&S Advisor within 24 hours of filing any ACC claim for a work-related accident or gradual process injury, and provide your manager/Group Manager/H&S Advisor with copies of relevant medical information specific to your claim; and
- Complying with all policies and procedures that are in place.

At the discretion of the Council, as part of a rehabilitation programme, you may be required to return to work to undertake such alternative duties as are available and are as reasonably within your capability and level of fitness as determined in consultation with a registered medical practitioner.

### Essential Skills, Knowledge and Experience

- See table below – Payroll Officer and Senior Payroll Officer requirements.

### Progression and level requirements

Payroll Officer	Senior Payroll Officer
<b>Functional Key Requirements</b>	
<p>The Payroll Officer is responsible for supporting and completing the end-to-end payroll processing of specified payrun(s). This includes processing of employee wages/salaries and allowances, including holiday pay, termination pay, remuneration increases and backpay, along with appropriate deductions such as for the Ministry of Justice, union fees, social club and superannuation.</p> <p>Other main responsibilities include:</p> <ul style="list-style-type: none"> <li>• Maintaining the Payrun Maintenance Register by creating relevant payrun folders for the tax year, and ensuring all payroll maintenance received is accurately recorded in the correct payrun folder</li> <li>• Effectively contributing to payroll processing continuous improvements and creating new SOPs relating to these improvements when needed.</li> <li>• Provide advice on the Employment Relations Act, Holidays Act, and other relevant legislation, as required, to our P&amp;C team, managers, and employees.</li> <li>• Shadow the Senior Payroll Officer (to support own learning and development) with the Month-End, Tax Year- End (April) and Financial Year- End (July) process and reporting requirements.</li> </ul>	<p>In addition to the Payroll Officer functional key requirements, the Senior Payroll Officer is responsible for:</p> <ul style="list-style-type: none"> <li>• Leading end-to-end payroll processing, while supporting payroll officers through mentoring, training and collectively problem-solving pay issues or enquiries that the payroll officer may not have the knowledge to undertake.</li> <li>• Completion of all payroll and reporting requirements for Month-End, Tax Year-End, (April) and Financial Year-End (July).</li> <li>• Monthly reconciliation and payment of all pay-related deductions, such as Social Collective, and union fees.</li> <li>• Administration of superannuation schemes, including monthly and annual reconciliations.</li> <li>• Completion of bi-monthly PAYE returns, and annual PAYE and ACC levy reconciliations.</li> <li>• Facilitating as required, payroll system data cleansing and system upgrades and reconfiguration</li> <li>• Leading, or contributing, to all annual audit requirements in collaboration with Finance.</li> <li>• Proactively identifying opportunities (aligned to legislation and Council</li> </ul>

- Support the administration, and reconciliation of ACC claims and Employment Reimbursement Agreement (ERA) payments
- Processing of Elected Members' remuneration and monthly claims as well as Committee and Community Board members as required
- Administer reporting as required by Payroll the Manager, HR Business Partners, HR Advisors, Finance, and other managers.
- Support and undertake payroll system testing in the iChrisTest environment as required prior to configuration in the Production environment.
- Administer Kiosk (HR21) queries as required and provide support and training to staff on how to use the self-service Kiosk.
- Contribute to all auditing requirements in collaboration with Finance as part our annual audit.
- Proactively identify opportunities for payroll data, or process, improvements (aligned to legislation and Council policies) that provide increased accuracy, data integrity, processing automation or improved experience from a people leader or employee experience perspective.
- Under guidance from the Manager Payroll or Senior Payroll Officer, identify and update data within iChris to maintain data integrity.

**Payroll Resources**

Under guidance from the Senior Payroll Officer:

- update payroll processing SOPs as required, to keep in line with payroll processing continuous improvements.
- Assist with maintaining payroll user guides (iChris and HR21) on our staff intranet Hubkap/ Our People Hub, and ensure they remain fit for purpose.
- Assist with keeping internal payroll resources current in Sharepoint (Council Electronic Record keeping).

- (policies) for payroll data or process improvements, that provide increased accuracy, data integrity, processing automation, or improved experience from a people-leader or employee experience perspective.
- Identifying and reporting payroll compliance risks and, where appropriate, suggesting solutions to mitigate or remove the risks.
- Supporting and mentoring payroll officers to assist with their on-the-job training and development.

**Payroll Resources**

- Ensure that all payroll processing SOPs are kept up-to-date and in line with payroll processing continuous improvements.
- Ensure that all staff user-guides (for both iChris and Kiosk (HR21) on our staff intranet Hubkap/Our People Hub remain fit for purpose.
- Ensure all internal payroll resources in Sharepoint (Council Electronic Record keeping) are kept current.

**Essential Skills, Knowledge and Experience**

- Education – Diploma in HR, Business Management, Accounting, minimum Year 13 (NCEA or School Certificate Level 3) but would require workforce experience ideally in an HR/payroll/finance function of a minimum of 4 years, to have a base knowledge to build on. This would

- In addition to the Payroll Officer role, and the Senior requires:
- Education – Minimum of 10 plus years' experience in payroll environments, ideally working across different payroll systems.

<p>include professional development / papers relevant to the technical expertise of the function.</p> <ul style="list-style-type: none"> <li>• Understanding or ability to research and interpret NZ Payroll legislation, the Holidays Act, and the Wages Protection Act.</li> <li>• Have a growth mindset, always looking for continuous improvement.</li> <li>• Excellent software literacy and numeracy skills with strong Microsoft Office skills.</li> <li>• Ability and willingness to learn new systems and processes.</li> <li>• Outstanding attention to detail with problem-solving capabilities.</li> <li>• Outstanding data entry skills with a fine eye for details.</li> <li>• Basic understanding of accounting procedures and practices.</li> <li>• Demonstrated ability for exercising discretion and appreciation of importance of information security and confidentiality.</li> <li>• Good communication skills, both written and oral, to support information sharing</li> <li>• Excellent interpersonal skills with a demonstrated commitment to customer service and willingness to and capability for working with a wide range of people within and outside the organisation.</li> <li>• Effective time management skills and ability to work effectively without supervision and collaboratively as an effective team member.</li> </ul>	<ul style="list-style-type: none"> <li>• Completed specific training or professional development in the payroll field from reputable providers (ie. NZPPA HRNZ, or Payroll providers)</li> <li>• Proven experience delivering end-to-end Payroll services, ideally working with Chris21 payroll system and/or its upgraded version - iChris.</li> <li>• Strong knowledge of NZ Payroll legislation, the Holidays Act, and the Wages Protection Act.</li> <li>• Have a growth mindset, always looking for continuous improvement.</li> <li>• Excellent software literacy and numeracy skills with strong Microsoft Office skills.</li> <li>• Ability and willingness to learn new systems and processes.</li> <li>• Outstanding attention to detail with proven experience in problem-solving related to payroll process or systems.</li> <li>• Outstanding data entry skills with a fine eye for details.</li> <li>• Experienced at keeping internal payroll resources current via staff intranet.</li> <li>• Good working knowledge of accounting procedures and practices.</li> <li>• Demonstrated ability for exercising discretion and appreciation of importance of information security and confidentiality.</li> <li>• Excellent interpersonal skills with a demonstrated commitment to customer service and willingness to and capability for working with a wide range of people within and outside the organisation.</li> <li>• Effective time management skills and ability to work effectively without supervision and collaboratively as an effective team member.</li> </ul>
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#### **OTHER INFORMATION**

From time to time, the position holder may be required to perform other duties in conjunction with the role and which are reasonably within their experience and capabilities.

#### **Te Tiriti o Waitangi**

Kapiti Coast District Council has a responsibility to contribute to meeting obligations under Te Tiriti o Waitangi. Meeting our commitment to Te Tiriti will contribute towards creating an organisation that is grounded, dynamic and resilient and supports our organizational values of being Caring, Dynamic and Effective in how we work.

Staff will contribute to the promotion of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for matters related to and important to them within the Council management processes and procedures.

Inclusion of Te Tiriti o Waitangi within all aspects of the role and its outcomes is necessary, while ensuring the engagement processes include appropriate mechanisms to meet the needs and aspirations of our hapori Māori, informed by our mana whenua partners – in an appropriate and safe manner.

To give effect to our responsibilities and achieve our respective outcomes – Tiriti training will be appropriate and organised through Te Rōpū Hononga ā-Iwi / Iwi Partnerships Group.

**Civil Defence, Emergency Management and Business Continuity Duties**

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence and/or Emergency Management duties in the event of an emergency. (Training will be given as appropriate.) Staff will also be required to assist with maintaining business continuity in the event of a disruption to Council business and/or the impact of a pandemic by undertaking duties in accordance with how the Council responds to the interruption.

The Council likewise recognises the staff members’ need to ensure their family’s needs are adequately catered for.

**Performance Review**

Performance in this position will be assessed in terms of an agreed performance plan.

**JD APPENDIX - GENERIC ORGANISATIONAL COMPETENCIES**

<b>Leadership</b>	<ul style="list-style-type: none"> <li>• All employees of the Council are expected to be leaders in supporting the Council’s vision, role modelling the delivery of consistent high customer service levels to internal and external customers and championing Council values.</li> <li>• Leaders are expected to actively contribute to achieving the Council’s aspirations with respect to the relationships with Te Āti Awa ki Whakarongotai, Ngāti Toa Rangatira and Ngā Hapū o Ōtaki; and be willing and able to provide thought leadership and quality advice to enable our elected members to make good decisions.</li> <li>• <b>People Leaders</b> are expected to: effectively build and maintain an engaged, healthy, thriving and high performing team; ensure their people are current in their knowledge of legislation and training is available to keep pace with best practice.</li> <li>• Ensure people policy and practices are consistently observed and implemented and opportunities exist for ongoing professional growth and development; ensure their people are consistently working collaboratively with other Council teams in the delivery of operational and strategic outputs; effectively manage day to day work output and timeframes; schedule and conduct regular team meetings to enable opportunities for team members to be informed and up to date in their areas and those areas that cross over with other teams.</li> <li>• Ensure individual team member performance is monitored, reviewed with appropriate and timely feedback, and written performance reviews are formally completed in a timely manner; ensure adequate provision of backup/cover for team members; establish an effective performance culture within their team, including ongoing performance appraisals with clear performance indicators and consistent standards.</li> <li>• Team Leaders/Supervisors/Managers are accountable for the leadership, support and coaching of their team members, the fostering of a teamwork approach to the delivery of both the team and the Group’s outputs, and the identification of training and development as appropriate; enable, create and encourage linkages across the Council and the region for the benefit of all, the delivery of work programmes and the achievement of strategic priorities; embed strong leadership</li> </ul>
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	<p>within their team and across the wider Council leadership group that drives increased diversity, engagement, capability and performance.</p>
<b>Legislative Compliance</b>	<ul style="list-style-type: none"> <li>• Keep up to date with legislation/amended legislative frameworks and be able to demonstrate the application of such changes (in work and or communicate them to others).</li> </ul>
<b>Project Management</b>	<ul style="list-style-type: none"> <li>• Effectively manage assigned projects to ensure on time and within budget, monitor and report regularly to manage risk and provide updates to key stakeholders.</li> <li>• Ensure documentation is current, available as required and is prepared using Council standard templates/documentation.</li> <li>• Ensure Council processes and procedures are complied with.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Maintain a professional, courteous, and helpful attitude to all customers (internal and external) ensure communication is accurate, succinct and in a manner which promotes customer service excellence and demonstrates organizational values.</li> <li>• Always maintain confidentiality.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Participate willingly and positively in the orientation, training and support of new staff in specific areas, providing coaching/buddy support as required.</li> <li>• Provide a contribution to or participate in any projects and initiatives within the Group/organisation where required and the opportunity arises.</li> <li>• Participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement.</li> <li>• Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with other staff members and internal and external customers.</li> </ul>
<b>Financial Management</b>	<ul style="list-style-type: none"> <li>• Ensure all financial activity is conducted in accord with current policy and procedures.</li> <li>• Ensure you work within your financial delegation.</li> </ul>
<b>Monitoring and Reporting</b>	<ul style="list-style-type: none"> <li>• Ensure any written reports are produced using Council standard templates and are provided within the required Peer Review timeframes.</li> <li>• Review, monitor and report on activity or projects as required by the manager.</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>• Build and maintain effective professional working relationships with all key stakeholders.</li> <li>• Build and maintain effective working relationships with other council staff members based on a collaborative, collegial and cooperative working style.</li> </ul>
<b>Information Management</b>	<ul style="list-style-type: none"> <li>• Take responsibility for ensuring Council information is stored with the appropriate accessibility in the designated systems, using processes and tools as described in the current Information Management Policy.</li> </ul>