

Payroll Administrator

Function: Administration
Reports to: Payroll Manager
Location: Hawkes Bay
Arrangement: Permanent Part-Time
Date: July 2025

Pūtake | Purpose

Scope: This position is responsible for providing a customer focused payroll function that ensures the effective, accurate and efficient delivery of payroll, in a timely manner and in accordance with their employment agreements and legislation. This role is varied by the nature of work. It is responsible for all payroll administration and coordination duties and will require proactive work attributes and the ability to think on your feet and prioritise work.

Ngā Whanaungatanga | Working Relationships

Internal: People and Culture, Finance, Managers across organisation, all Kaimahi
External: Banks, Government Agencies (ACC, MSD, and IRD)

Mana Whakahaere | Resource Delegations

Financial: Not applicable
People: Not applicable

Kawenga Mahi | Accountabilities

- A proactive team member with attention to detail and a high level of accuracy, you will be responsible for all facets of payroll administration including (but not limited to):
 - Ensure that pay runs occur in accordance with fortnightly cycle requirements and pays are correct
 - Ensure where required that timesheets, leave and other payroll data entry is timely, accurate and verified as required
 - Ensure that payroll data input is entered in accordance with audit requirements and segregation of duties
 - Ensure that general maintenance of employee payroll data is undertaken as appropriate
 - Calculate and pay termination payments as directed
 - Payday Filing to appropriate timely payments to IRD
 - With the Occupational Safety & Wellness Manager assist with enquiries from ACC.
 - Follow good practice and be proactive in recommending improvements to current processes and systems and implement improvements were agreed
 - Assist internal and external stakeholders and technical support where required to ensure that payroll is properly maintained, updated and fully functional

- Achieving payroll team KPIs, service levels and timelines
- Ensures appropriate controls, review and sign-off processes are followed

Planning and Timelines

- Responsible for ensuring payroll timelines and payment runs are met
- Responsible for planning personal workload and achieving payroll team KPIs
- Responsible for escalating risks and issues to the Payroll Manager that may impact on our goals to provide customer and operational excellence
 - Resolve or escalate for resolution any issues or queries in a timely manner given the payroll processing deadlines for which this is an input

Operational and Customer Service Excellence

- High level of attention to detail with a focused and logical problem-solving approach
- Respond to day-to-day queries and provide letters, forms and other documents as required
- Ensure that enquiries are answered in a timely and appropriate fashion
- Ensure that managers, departmental heads, and administrators understand payroll procedures
- Deliver exceptional customer service, both internally and externally. Promptly responding to queries and managing expectations according to agreed customer service levels and timeframes.
- Develop and maintain productive and positive relationships with stakeholders, key suppliers, consultants, colleagues, and internal customers
- Provide customer focused service that consults and keeps customers informed.
- Adhere to EIT policies and standard operating procedures and/or systems to ensure the most effective use of time, resource, and budget.
- Participate as a positive team member and support other members of both the Finance and People, Culture and Wellness (PCW) teams
- Liaise with other members of the Finance and People, Culture and Wellness (PCW) teams to ensure smooth and efficient workflow
- Provide professional and ethical behaviour in your actions by ensuring compliance with external legislation, industry standards and internal operating policies and procedures relevant to the position.

Teamwork, Backup and General Administrative Tasks

To demonstrate teamwork and assist with the general operating functions of the payroll, finance and people and culture teams to ensure we provide an excellent customer service to our internal and external stakeholders.

- Contribute positively and pro-actively to the continuous improvement of the PayGlobal, processes and practices
- Support operational aspects of payroll and participate in any improvement initiatives
- Contribute to projects as required, for example upgrade testing or processing review.
- Perform miscellaneous administrative tasks as and when required.
- File, archive and dispose of documentation as required.
- Participate in department and wider People, Culture and Wellness (PCW) team activities
- Keep Payroll Manager of any issues / risks as they arise
- Recognises and works in a way that is consistent with our Treaty of Waitangi partnership commitments.

Systems and Tools

- Maintain the PayGlobal by updating employee records promptly, ensuring data kept is legally compliant and up to date, in accordance with audit requirements and segregation of duties.

- Support employees and managers across the organisation to use the online portal for accurate maintenance of leave, personal details, and management reporting and to enable payroll changes to be made so that payments to staff are accurate.

General Responsibilities:

- Comply with EIT policies and procedures.
- Contribute to a healthy workplace by implementing safe work practices and strategies to effectively manage personal wellbeing.
- Undertake additional responsibilities and tasks relevant to this position as requested by the manager.

Demonstrate commitment to:

Te Tiriti o Waitangi: Through our developing understanding of our obligations and our connection with Te Tiriti o Waitangi as both individuals and as an organisation.

Ākonga at the Centre: Through prioritising the experience, wellbeing, and success of our ākonga in our decision-making process.

Equity: Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacific and disabled ākonga and their whānau.

Vocational Education and Training Excellence: Through quality provision for all ākonga, meeting the regional needs of employers and communities.

Pūkenga, Wheako, Mōhiotanga, Tohu Mātauranga | Skills, Experience, Knowledge and Qualifications

- Minimum 3+ years of end-to-end payroll processing experience within New Zealand
- Experience using payroll systems (e.g. MYOB PayGlobal) and Excel is an advantage. (Training will be provided).
- Ability to use spreadsheets and other Microsoft applications.
- Knowledge of NZ payroll legislation, including ACC, KiwiSaver, and PAYE taxation.
- Understanding of New Zealand labour laws, specifically regarding minimum wage and employments agreements
- A high level of numeracy skills, accuracy, and an attention to detail.
- Ability to understand and learn systems quickly.
- Ability to meet deadlines.
- Ability to work as part of a team as well as working with minimum supervision.
- The ability to understand and interpret the EIT employment agreements and relevant policies.
- A friendly and professional phone manner

Ngā Uara o Te Aho a Māui | Values of EIT

Herea te momoho | Inspire success:

- Support continuous learning and improvement through collaboration.
- Encourage innovation and challenge existing ways of working to achieve better outcomes.
- Recognise and celebrate the achievements of ākonga, kaimahi, and whānau.

Herea te tangata | Nurture whanaungatanga:

- Build and maintain genuine relationships through manaakitanga, care, respect, and generosity.

- Honour wairuatanga by recognising and respecting diverse identities, perspectives, and needs.
- Work collaboratively in service of ākonga and communities, demonstrating kotahitanga to achieve shared goals and outcomes.

Herea te mana | Act with integrity:

- Act with honesty and integrity, doing what is tika and pono, even when it is not easy.
- Uphold the mana of others through respectful, trustworthy, and principled interactions.

Herea te pono | Be committed:

- Make sustained contributions toward shared goals and outcomes, aligned to a collective kaupapa.
- Take accountability for actions, impact, successes, and challenges.
- Maintain personal wellbeing and support the oranga of others to remain resilient in times of change.

Document information – Office use only	
Document Name	Position Description
Document Number	HG184
Executive	People and Culture Manager
Owner	People and Culture Manager
Developer	People and Culture Advisor
Review Frequency	12
Last Review	19/02/2026
Next Review	19/02/2027