
Job Description – Payroll Manager

MASH Trust is a leading provider of mental health, disability, addiction recovery and youth support services in the lower North Island. Guided by our vision of working together to achieve great lives, we support more than 2,000 people and whānau through a range of residential, community and day services across Wellington, Kāpiti, Horowhenua, Manawatū, Whanganui and Hawke's Bay.

With a workforce of more than 600 employees, MASH is a significant and growing organisation committed to delivering high-quality, person-centred services. Through strong leadership, continuous improvement and responsible stewardship of resources, we strive to create positive outcomes for the people, whānau and communities we serve.

MASH Trust Mission & Values

Our Mission: Working together to achieve great lives.

Our Values

- Relationships – Build open relationships based on honesty and respect
- Communication – Communicate with an open mind and heart
- Mana – Recognise and promote the mana and strengths of the individual
- Opportunities – Take opportunities to learn and grow together
- Believe – Believe that together we will make a difference
- Fun – Make fun a goal

Overview

Reports To:	Finance Manager
Direct Reports:	1
Location:	Palmerston North (with travel across the lower North Island as required)
Hours:	Full-time (80 hours per fortnight)
Delegations:	Tier 4– In accordance with current delegations' policy

Role Purpose

The Payroll Manager is responsible for leading MASH Trust's payroll function and ensuring the organisation delivers accurate, timely and compliant payroll services that support operational excellence and a positive employee experience.

Leading the payroll team, the role provides leadership across payroll processing, legislative compliance, payroll governance, remuneration administration, reporting, payroll controls and continuous improvement. The Payroll Manager ensures employees are paid correctly and on time while maintaining the integrity of payroll systems, processes and data.

Working closely with the Finance Manager, People & Culture leaders and Operational Managers, the Payroll Manager provides expert advice on payroll legislation, employment agreement interpretation, remuneration administration and payroll-related risk. The role supports organisational performance by delivering reliable payroll information, maintaining robust internal controls and ensuring compliance with all statutory obligations.

The Payroll Manager monitors developments in payroll legislation, employment obligations and payroll best practice, ensuring MASH's payroll policies, processes and systems remain compliant and support efficient, accurate service delivery across a complex 24/7 workforce.

The Payroll Manager acts as the business owner and subject matter expert for payroll systems, supporting the optimisation of PayGlobal and effective integration with Workday HCM, scheduling, recruitment and finance systems.

Organisation Leadership

As a Leader, this role contributes to shaping service delivery across an evolving sector.

- Embed the MASH Trust Quality Framework and *The MASH Trust Way* throughout all operations.
- Drive operational excellence and ensure organisational compliance.
- Anticipate and respond to change in a dynamic environment.
- Strengthen MASH Trust's reputation by modelling our values and engaging effectively with stakeholders.

Key Relationships:

All MASH Trust staff have a responsibility for managing relationships in some or all the key sectors we work within. In this role, the key relationships to be developed are as follows:

Internal:

Chief Executive, Chief Financial Officer, Finance Manager, Executive Leadership Team (ELT), Senior Leaders and Managers, People & Culture team, Payroll team, Finance team, IS&T team, All employees.

External:

Inland Revenue (IRD), ACC, KiwiSaver providers, External auditors, PayGlobal, Workday and other Payroll system vendors or implementation partners, Payroll, tax and employment advisory providers, Government agencies and regulatory bodies as required, Professional bodies and industry networks.

Key Areas of Responsibility

Key Area of Responsibility	Tasks	Performance Measures
1. Payroll Team Leadership	Lead and develop a capable, customer-focused payroll team that delivers accurate, timely and compliant payroll services.	The payroll team has the capability and capacity to meet organisational needs. Payroll services are delivered accurately and on time. Team objectives are achieved within agreed timeframes. Performance and development objectives are regularly reviewed. Internal stakeholders are satisfied with payroll services.
2. Payroll Operations and Compliance	Ensure the accurate, timely and compliant delivery of payroll services, supported by effective governance, controls and payroll systems.	Employees are paid accurately and on time. Payroll complies with legislative and organisational requirements. Payroll controls operate effectively and support satisfactory audit outcomes. Payroll issues and risks are identified and addressed proactively.
3. Payroll Information and Reporting	Deliver accurate, timely and meaningful payroll information and reporting that supports operational decision-making, compliance and continuous improvement.	Payroll reports are accurate and delivered on time. Stakeholders have confidence in payroll information. Payroll reporting meets legislative and organisational requirements. Reporting processes and systems are fit for purpose.
4. Payroll Systems and Continuous Improvement	Act as the business owner and subject matter expert for payroll systems, leading the optimisation of PayGlobal and ensuring effective integration with Workday HCM, scheduling, recruitment and finance	Payroll systems effectively support business requirements. PayGlobal is optimised and payroll requirements are represented in system enhancements and projects. System integrations support accurate

Key Area of Responsibility	Tasks	Performance Measures
	systems.	and efficient payroll processing. Process improvements deliver measurable benefits.
5. Payroll Advice and Support	Provide expert payroll advice and support to managers, People & Culture and employees, enabling informed decision-making and consistent application of payroll policies and employment agreements.	Payroll advice is accurate, timely and consistent. Payroll queries are resolved effectively. Stakeholders have confidence in payroll advice. Payroll risks and issues are identified and communicated proactively.
6. Policies and Procedures	Develop, maintain and promote payroll policies, procedures and controls that support compliance, consistency and operational effectiveness.	Payroll policies and procedures are current and accessible. Payroll controls are maintained and operating effectively. Payroll processes are applied consistently across the organisation. Legislative and organisational requirements are met.
7. Risk Management	Identify, manage and report payroll risks, maintaining appropriate controls to protect the organisation and its employees.	Payroll risks are identified and managed appropriately. Controls are regularly reviewed and operating effectively. Significant issues are escalated promptly. Audit findings are addressed in a timely manner.
8. Stakeholder Engagement	Build effective relationships with internal and external stakeholders to support high-quality payroll services and organisational outcomes.	Positive stakeholder relationships are maintained. Stakeholder feedback reflects responsive and professional service. External obligations are met in a timely manner. MASH is represented professionally.
9. Health, Safety and Privacy	Promote and comply with MASH's Health, Safety and Privacy frameworks, ensuring risks and obligations are managed appropriately.	Health, safety and privacy obligations are met. Incidents and risks are reported and managed appropriately. Safe and compliant work practices are

Key Area of Responsibility	Tasks	Performance Measures
		promoted. Corrective actions are implemented where required.
10. Te Tiriti o Waitangi & Cultural Competence	Demonstrate commitment to honouring Te Tiriti o Waitangi. All staff are expected to support better health outcomes for Māori by working in partnership with Māori, respecting Māori leadership and perspectives, and helping to create a culturally safe environment. This includes learning about Te Tiriti, understanding its relevance to our work, and making sure Māori voices and needs are included in our decisions and services.	Demonstrates an understanding of Te Tiriti o Waitangi and its relevance to the role. Māori perspectives are considered in decision-making and stakeholder engagement where appropriate. Interactions with kaimahi, whānau and stakeholders demonstrate cultural awareness and respect. Contributes to a culturally safe and inclusive workplace.
11. Other Duties	Any other duties reasonably associated with the role.	

Travel

Travel to MASH sites across the lower North Island may be required (occasionally with overnight stays).

Person Specifications

Core Competencies

<i>Business insight:</i>	Understands organisational priorities, workforce drivers and the broader operating environment, aligning payroll services to support organisational outcomes.
<i>Decision quality:</i>	Makes sound, timely decisions using analysis, judgement, experience and available information.
<i>Payroll Governance:</i>	Maintains strong payroll governance, controls and compliance, balancing operational efficiency with legislative and organisational requirements.
<i>Technical Expertise:</i>	Demonstrates specialist knowledge of payroll legislation, payroll systems and employment agreements, applying expertise to deliver accurate and compliant payroll services.
<i>Customer Focus:</i>	Builds effective relationships and provides responsive, practical payroll advice and support to managers, employees and stakeholders.
<i>Leadership and Team Development:</i>	Develops capable, engaged and high-performing people through coaching, accountability, feedback and professional development.
<i>Communication and influence:</i>	Communicates clearly and effectively, adapting messages to the audience and building understanding and confidence.
<i>Trust & integrity:</i>	Acts ethically and consistently, maintaining confidentiality and building confidence through professionalism and accountability.
<i>Adaptability and continuous improvement:</i>	Responds positively to change and seeks opportunities to improve payroll systems, processes and service delivery.

Experience & Skills

- Demonstrated experience in a Payroll Manager or similar payroll leadership role within a medium to large organisation.
- Experience leading and developing high-performing payroll teams.
- Extensive knowledge of New Zealand payroll legislation, employment agreements and statutory obligations.
- Experience interpreting and applying multiple employment agreements and complex remuneration arrangements.
- Experience managing complex payroll operations in a multi-site and/or 24/7 environment.
- Experience optimising payroll systems and supporting enterprise system integrations and continuous improvement initiatives.
- Strong analytical skills with the ability to interpret payroll data, identify risks and resolve complex issues.
- Advanced Excel skills and experience using payroll reporting and business systems.
- Experience in the health, social services, public or not-for-profit sector is advantageous.

Qualifications & Other Requirements

- Relevant tertiary qualification in payroll, human resources, business, accounting or a related discipline, or equivalent experience.
- Demonstrated resilience, adaptability and sound judgement in a complex operational environment.
- Commitment to equity, inclusion, cultural safety and the practical application of Te Tiriti o Waitangi principles.
- Full, clean New Zealand driver licence.
- Ability to travel and work across multiple locations as required.

Acknowledgement

The information contained in this job description is intended to describe the nature and level of work to be performed. This is not considered an exhaustive list of all the responsibilities, duties or skills required in the role. Duties may change following discussion with the role holder.

Employee Acknowledgement

I confirm that I have received, read, and understood the job description for my role. I understand the responsibilities, expectations, and requirements outlined, and I have had the opportunity to ask questions about any parts that needed clarification.

Employee Name: _____

Signature: _____

Date: _____