

Payroll Administrator

Kaupapa | 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.

Reports to: Payroll Manager

Team: EIT | Te Pūkenga team

Location: Hawkes Bay

Remuneration: TBC

Date: July 2025

Ngā Hononga Mahi | Working relationships

Internal: People and Culture, Finance, Managers across organisation, all Kaimahi

External: Banks, Government Agencies (ACC, MSD and IRD)

Resource delegations and responsibilities:

Financial: Not applicable

People: Not applicable

Ngā mahi | Do

Payroll Administration

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 where 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

- Comply with EIT | Te Pūkenga 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 position 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 | Have

Knowledge, Experience and Skills:

- Experience in payroll administration in a medium to large organisation preferred.
- Experience in using sophisticated Payroll Information Systems.
- Ability to use spreadsheets and other Microsoft applications.
- Knowledge of relevant legislation.
- 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.

Personal Attributes:

- Professional manner and a high degree of integrity.
- Friendly and approachable.
- The ability to be discreet and maintain confidentiality.

Waiaro | Be

Use this section for non-leadership role

Authentic and Inclusive: Promote an environment of inclusion and authenticity, where all contributions are valued. Be courageous disrupt inequities for all, including Māori, Pacific and disabled peoples. Hold the conviction that meaningful partnerships with Māori/iwi will contribute to progress for all.

Connected: Integrate waiora-sustainable thinking into your everyday mahi, meeting the needs of the present, without compromising our ability to meet our needs for the future.

Collective: Maintain a focus on results and delivery to build a sustainable, world class, vocational education and training network. Lean into transformation, challenge the status quo and choose courage over comfort to create better results for EIT Te Pūkenga, employers, ākonga and their whānau.

Self-Awareness: Accept change with confidence, understanding how to create the conditions you and others need to thrive. Demonstrate humility, be reflective and self-aware, always seeking to grow personally.

Ako: Hold lifelong learning as vital in connection, hauora, and continuous improvement both personally and professionally. No matter your role, recognise your mahi contributes to making a positive difference for our ākonga and their whānau, and their ability to create thriving communities. Recognise Te Tiriti o Waitangi as a powerful mechanism for taking positive action in Aotearoa, and a pathway to achieve equity for all.

Mana tāngata: Contribute to a connected, creative, compassionate workplace, where teams are committed to growth, learning and achieving our shared purpose. Contribute to maintaining a safe environment for learning and development, in all you do, including Te Tiriti, equity, academic and professional excellence. Recognise kaimahi and whānau wellbeing are interconnected, when we support personal and professional growth we contribute to Te Oranga/participation in society.