

# HR Operations & Payroll Lead

**Department:** People & Culture

**Reports to:** CFO/CPO

**Direct reports:** No direct reports

**Competency level:** Intermediate

## Role Summary

The HR Operations & Payroll Lead is responsible for the **end-to-end ownership of payroll and HR operations** at Catalyst. This role ensures that payroll is accurate and compliant, employment documentation is maintained to a high standard and HR systems and data are reliable and well governed.

This is a senior individual contributor role with significant accountability for business-critical processes. The role plays a key part in reducing operational risk, improving consistency, and enabling the wider HR team to focus on advisory and development work.

## Key Relationships:

- CFO/CPO
- HR Manager and HR Advisors
- Finance Team
- Third party payroll and HR system providers
- SLT and People Managers

## Key Responsibilities:

### Payroll Ownership:

- Own end-to-end payroll processing for all employees
- Ensure payroll accuracy, reconciliation, approvals, and compliance with NZ legislation
- Manage payroll changes including remuneration updates, allowances, leave, and terminations
- Maintain documented payroll processes, controls, and contingency plans
- Act as the primary point of accountability for payroll risk

### Recruitment Administration:

- Oversee the recruitment and onboarding process for candidates and new employees
- Assist Managers in writing Job descriptions and Job advertisements

- Screen job applications and respond to candidate enquiries
- Maintain our ATS and recruitment workflows, documentation and L&D modules to keep the hiring process efficient and organised

#### **Employment Contracts & Compliance:**

- Prepare and issue employment agreements, variations, and related documentation
- Maintain compliant contract templates and employment policies
- Monitor changes to employment legislation and ensure timely updates
- Ensure consistent application of employment terms and conditions

#### **HR Operations & Systems:**

- Own HR operational processes including onboarding and offboarding
- Maintain accurate employee records and documentation standards
- Ensure HR systems and people data are reliable, current, and auditable
- Support improvements to HR systems, templates, and workflows

#### **Operational Support & Standards:**

- Provide operational guidance and quality assurance across HR administration
- Act as the final check for high-risk or complex HR operational tasks
- Establish clear, repeatable processes and expectations for HR operations
- Reduce reliance on escalation through clarity, documentation, and ownership

#### **Skills & Experience:**

##### **Essential:**

- Proven experience in payroll processing in New Zealand
- Strong understanding of NZ employment legislation and payroll compliance
- Experience owning HR operations or people operations functions
- High attention to detail with a strong risk and control mindset
- Ability to work independently and take full accountability for outcomes

##### **Desirable:**

- Experience with the Datacom DataPay payroll system
- Experience improving or documenting HR operational processes
- Understanding of end-to-end recruitment processes
- Comfort working in environments with evolving systems and structures

**Personal Attributes:**

- Calm, reliable, and professional
- Strong sense of ownership and accountability
- Pragmatic and solutions-focused
- Comfortable working with senior stakeholders
- Values accuracy, consistency, and clarity

**Successful Outcomes:**

- Payroll is delivered accurately, on time, and with minimal risk
- Recruitment processes are delivered seamlessly to the candidates and the business
- Employment contracts and HR documentation are compliant and well maintained
- HR operational processes are clear, documented, and consistently applied
- HR data is reliable and trusted by the business
- Reduced escalation and operational burden on senior leaders
- A stable operational foundation that supports HR capability growth
- Commitment to te ao Māori values and Catalyst's support for Te Tiriti o Waitangi