

Job Description

Job Title:	Human Resources and Payroll Coordinator
Date:	February 2023
Responsible to:	Corporate Services Manager
Location:	Rawene
Job Status:	Permanent
No. of reports:	Nil
Delegated Financial Authority:	Nil

Background

Hauora Hokianga is a recognised Māori Health provider offering a range of health and social services under the governance of Hokianga Health Enterprise Trust. It is a comprehensive and fully integrated healthcare service, providing quality services for all the residents of Hokianga in accessible locations and at no cost at the point of need.

Business Group - Corporate Services Team

The Corporate Services team is a key business unit within Hauora Hokianga that ensures there are consistent standards, policies, processes and disciplines to support the critical business functions of the organisation. These services include; Finance, Payroll, HR, Quality, Health and Safety, Business Planning, Project Management and office administration support. The Human Resources and Payroll Coordinator works within the Corporate Services team.

Job Purpose

The primary objectives of this role are to:

1. Coordinate operational human resources activities to provide a supportive employee experience, timely maintenance of employee records, and organisational compliance with applicable regulations, policies and processes.
2. Coordinate payroll processes to ensure that employees are paid accurately and on time, and all tax, financial and legislative requirements are met by Hauora Hokianga.

Key to success of this role will be working closely with the Human Resources Advisor and Payroll Officer.

As part of the Corporate Services Team this position will also provide back up support to corporate services functions as required to ensure the smooth operation of core business functions.

Key Accountabilities

The requirements set out below provide a clear framework of the key requirements, but do not in any way limit the boundaries of activity the role is responsible for.

Other duties may be allocated in accordance with the job purpose and objectives of this role.

<i>Responsibilities</i>	<i>Expected Outcomes</i>
Human Resources Administration	<ul style="list-style-type: none"> • Coordinate recruitment activities including advertising, candidate management, interview coordination, and pre-employment forms and processes. • Coordinate onboarding and orientation for new starters including coordinating pre-employment activities and orientation packs. • Create and maintain personnel files ensuring documentation is filed correctly and securely. • Coordinate accommodation for doctors and others where required in Hauora Hokianga houses including scheduling occupancy and coordination of maintenance in consultation with the Facilities team. • Maintain electronic employee records on People Inc. for new starters, changes and leavers so that records are kept up to date, including keeping up to date training records. • Coordinate compliance activities such as police vetting, annual practicing certificate and drivers licence records. • Coordinate performance appraisal process including reporting on appraisals due and providing appraisal packs to managers in advance. • Assist with creating and updating Job Descriptions that accurately reflect key responsibilities and outcomes. • Assist in responding to queries from employees and managers, and ad-hoc reporting as required.
Payroll Coordination	<ul style="list-style-type: none"> • Prepare accurate fortnightly employee payroll records and process on time in accordance with Hauora Hokianga policy and procedures and current legislation. • Process salary / wage / withholding / superannuation and tax payments in accordance with IRD requirements. • Prepare finance reports on payroll information to support month / year end reconciliation processes. • Produce and maintain all payroll records as required including filing appropriately. • Support billing, payroll and reporting processes in Care Call system for Home Support Services. • Liaise with managers and staff to provide timely and appropriate responses to payroll enquiries. • Process journals into Financial Management System (Xero) to reconcile with Payroll Management System (IMS).

Quality and Continuous Improvement	<ul style="list-style-type: none"> • Demonstrate a good understanding of effective quality practice in the healthcare environment • Actively participate in continuous quality improvement to support a high standard of delivery. • Implement best practice and evidence-based approaches in all aspects of work. • Support and provide input to a team environment in which quality, performance improvement, service and organisational objectives are a routine part of daily work practice. • Liaise with the quality coordinator when required concerning both internal and external audits. • Work in accordance with Hauora Hokianga internal policies and procedures, legislation and relevant professional and sector standards.
Health and Safety - Employee	<ul style="list-style-type: none"> • Take responsibility for the health and safety of yourself and others, in partnership with the organisation • Is aware of the need for a personal and organisation wide commitment to Health and Safety policies and procedures • Has experience in maintaining safe workplace practices and is physically able to operate safety equipment and materials utilised within this environment. • Has knowledge of and is able to apply emergency procedures, location of safety equipment and materials • Is aware of and can identify hazards to which they may be exposed and/or may create. Ensure all hazards are identified and reported. • Reports promptly all incidents, accidents and unsafe situations.

Key Relationships

All employees have a responsibility for managing relationships in some or all of the key sectors we interface with. In this role, key relationships are expected to be developed, as follows:

Internal

<i>Who</i>	<i>For what purpose</i>
Corporate Services Team	<ul style="list-style-type: none"> • Team and wider Hauora Hokianga (as required) are provided with high quality account payable and receivable services that support effective operations. • Group and wider Hauora Hokianga (as required) are provided with high quality payroll services. • Work collaboratively across the organisation and team to deliver timely and responsive information. • Support the team to comply with Hokianga Health policies and procedures.

Hauora Hokianga Managers and staff	<ul style="list-style-type: none"> • Collaborative working to provide integrated support to customers and stakeholders. • Approachable and reliable team player who contributes positively to the overall high performance of the organisation.
------------------------------------	---

External

<i>Who</i>	<i>For what purpose</i>
Hauora Hokianga staff and community, IMS, DHBs, PHOs MOH, vendors, and other external clients and business contacts as required	<ul style="list-style-type: none"> • Work collaboratively to establish productive and positive relationships. • Manage relationships in a manner that represents Hauora Hokianga values and commitment to excellence.

Person Specification

Specific skills, knowledge and experience are needed to do this job and are listed below. Additional skills, knowledge and experience may be an advantage, but may not be listed.

Education/qualifications

- NZQA Level 3 certificate in business, finance or human resources is desirable, or equivalent experience.

Experience, skills and knowledge

- An understanding of and experience in, a business administration role.
- Previous experience with accounts, payroll or human resources is preferred.
- Knowledge and experience with a current Financial Management System, principles, processes and practices. Knowledge of, and experience with Xero is an advantage.
- A high level of attention to detail including accurate data entry and numerical skills.
- Proven organisational skills along with the ability to establish priorities and meet deadlines whilst preserving the highest level of accuracy and confidentiality.
- Good verbal and written communication skills, particularly the ability to communicate information at all levels of the organisation clearly, concisely and in plain language.
- Sound interpersonal skills with the ability to relate to a wide range of people.
- Proactive, enthusiastic and energetic approach to work demonstrating initiative.
- Sound judgement, discretion and sensitivity – particularly in handling confidential information.
- A genuine commitment to providing quality service to all customers.
- Ability to work unsupervised and as part of a team.
- High degree of computer literacy in Microsoft Office suite of products, particularly Outlook and Excel/spreadsheets.
- Actively seeks guidance.
- Willing to question and improve processes.

Core Hauora Hokianga Competencies

Hokianga Health has established core competencies for all roles across the organisation and all employees are expected to model these behaviours and values which enable us to work at our best.

<i>Competency Descriptor</i>	<i>Expected Behaviour</i>
<p>Customer Focus: Provides excellent service to meet internal resident and external client needs. Understands the needs of the resident/client and looks for ways to provide added value.</p>	<ul style="list-style-type: none"> • Recognises the importance of valuing customers and provides excellent service to meet internal resident, external client and stakeholder needs • Listens and proactively seeks to understand the expectations and needs of the resident/client • Ability to deliver effectively under pressure, expressing sound clinical judgment and maintaining excellent customer service at all times • Looks for ways to provide added value • Proactively seeks resident, client and stakeholder feedback • Fosters good relationships with residents, clients and stakeholders through consultation and partnership
<p>Communication: Demonstrates an understanding of the views of others and communicates in a genuine and practical manner using appropriate language. Actively listens to views and concerns of others. Adapts communication approach to fit situation. Conveys and receives information effectively and builds positive working relationships.</p>	<ul style="list-style-type: none"> • Excellent communication skills, written and oral, with the ability to communicate clearly, concisely and in plain language • Communicates in a professional manner with key stakeholders at all levels • Actively listens and observes non-verbal cues to inform communication approach • Positive attitude, a pleasant disposition, be innovative and creative • Self-aware and approachable • Represent the team to the wider community
<p>Collaboration: Willingness and ability to work in a cooperative and helpful manner with others (as opposed to independently). Focuses on team goals as well as your own and to actively assist team members to achieve common goals. Shares collective responsibility for all aspects of the team's objectives.</p>	<ul style="list-style-type: none"> • Excellent influencing and persuading skills • Treats others with respect and dignity • Able to work effectively and independently as part of a multi-disciplinary team • Supports others in the team and has consideration for their needs and skills • Identifies and promotes opportunities for collaboration and works with others regardless of functional boundaries
<p>Continuous Improvement: Sets and meets challenging goals, creating own measures and consistently seek ways of improving performance. Aware of own shortcomings and opportunities for improvement and takes charge of personal development.</p>	<ul style="list-style-type: none"> • Makes suggestions for improvements to current ways of working • Routinely works to improve efficiency, the quality of clinical practice, and service delivery • Keeps own skills up-to-date and continues to update and develop a depth and breadth of knowledge

<p>Innovation: Identifies novel approaches for completing work more effectively or efficiently and works within the established system to push for a smarter, better way.</p>	<ul style="list-style-type: none"> • Works to develop new approaches when problem-solving; seeks ideas, input and suggestions from others as appropriate • Suggests new ways to improve the quality of products or services – continuous improvement • Identifies new ideas, solutions, or directions in dealing with daily situation
<p>Action Orientation: Performs work with energy and drive; values planning, but is able to take quick, decisive action when an opportunity presents itself.</p>	<ul style="list-style-type: none"> • Well-developed problem-solving skills, with the ability to develop pragmatic solutions with successful outcomes • Sets realistic targets and achieves results, overcomes obstacles, accepts responsibility • Establishes and applies appropriate standards, and sets clear responsibilities • Informs and supports a results-oriented environment, and follows through on actions
<p>Planning and Organising: Organises own time effectively, creates own work plan/s and timelines. Prioritises and prepares in advance to ensure realistic timeframes. Visualises the sequence of actions needed to achieve a specific goal, how to estimate the resources required and identify potential risks and mitigations.</p>	<ul style="list-style-type: none"> • Excellent organisational skills, prioritising and managing time in a fast paced / busy environment • Provides work on time and to required standard • Plans a wide range of simple tasks or a small number of complex ones • Workload delivered within deadlines and to agreed standards • Supports clearly structured orientation to new staff to engage well, enable good integration to the team, and enable effective, confident work practices
<p>Agility and Flexibility: Adapts and works effectively in different situations and able to carry out a range of tasks, remaining calm and level headed under pressure. Remains positive and puts challenges in perspective.</p>	<ul style="list-style-type: none"> • Reliable and flexible in response to work priorities, issues and pressures • Agile and adaptable, with a positive outlook • Receptive and contributes to new ideas and approaches and adapts accordingly • Handles conflicting priorities and deals with the unexpected.

Changes to Job Description

From time to time it may be necessary to consider changes in the job description in response to the changing needs of the organisation and nature of our work environment– including changes to our annual plan. Such change may be initiated as necessary by the manager / people leader of this job and any changes will be discussed with the Job holder before being made.

This Job Description may be reviewed as part of the preparation for performance planning for the annual performance review.

Performance and Appraisal Measures

Undertakes an initial formal appraisal at three months and, if satisfactory, thereafter, annually.

Agreed:

	<i>Employee</i>	<i>Manager/People Leader</i>
Signature		
Date		