

POSITION DESCRIPTION

POSITION DETAILS	
Position Title	Payroll Assistant- Bureau Services
Reports to (Position Title)	Payroll Manager
Department / Division	Finance
Nature & Number of Direct Report	N/A
Nature & Number of Indirect Reports	N/A
Date & Rev	April 2018
EY data role map	

PURPOSE STATEMENT

Reporting to the Payroll Manager the purpose of this position is to provide an excellent payroll bureau service for our Stores.

KEY ACCOUNTABILITIES OF POSITION		
Accountability Description	Measure	Weighting
1: Manage and process Bureau Stores payroll	<ul style="list-style-type: none"> Process weekly, fortnightly and monthly pay runs for Bureau Stores ensuring that all changes are processed accurately and in a timely manner Confidentiality and Integrity maintained at all times. Weekly, fortnightly, monthly and year end reporting for Stores as required Any other ad-hoc reports requested to be run by the Payroll team or the Stores Respond to Stores' queries efficiently and in a professional manner at all times 	65%
Performance Standard:	<p>At Standard: Payroll processed on time with no errors.</p> <p>Above Standard: All payrolls processed accurately, on time, looking for and providing continuous improvement.</p>	

2: Tax Compliance ACC Compliance Confidentiality & Integrity	<ul style="list-style-type: none"> • Ensure all IRD Filing and payments are paid accurately and on time (PAYE, Student Loan, Child Support, Kiwisaver, ESCT) • YTD totals correct and filed • Assist with ACC annual reconciliation payments. • Ensure the highest standard of confidentiality and integrity for all information received and on Payroll files. 	5%
Performance Standard:	At Standard: All IR filing and payments made accurately and on time. Above Standard: All IRD filing accurate and on time, confidentiality maintained	
3: Payroll Bureau Store On-Boarding, ongoing maintenance.	<ul style="list-style-type: none"> • On-board member stores' employees onto the Payroll Bureau. • Support and review processes and procedures to ensure systems are being used efficiently, to ensure controls are in place, to ensure accuracy, and reduction of risk 	10%
Performance Standard:	At Standard: Stores' employees loaded without any errors and reviews completed. Above Standard: Stores employees loaded without any errors and assistance given to proactively reviews current processes and makes recommendations for improvement	
4: Service Quality	<ul style="list-style-type: none"> • Participate in the gathering and analysis of Member feedback to establish the value, satisfaction and expectations of the Payroll Team as it relates to Member Services. • Participate in the review and improvement of the quality of each service provided in line with the identified customer feedback and membership needs. • Participate in the establishment, monitoring and reporting of key performance indicators (KPIs) and targets for all Mitre 10 and Member responsibilities under the Payroll Bureau Agreement. 	5%
Performance Standard:	At Standard: Member satisfaction exceeds expectation and as detailed in team KPIs	
5: : Business Excellence & Other Duties	<ul style="list-style-type: none"> • Support in the development, implementation & achievement of actions to address the opportunities for improvement identified through process improvement. • Contribute to and implement improvements to workplace methods, practices, quality and productivity. • Support any Business or Finance projects as required. 	10%
Performance Standard:	At Standard: Play an active role in the continual improvement of the Payroll Team processes. Above Standard: Play an active role in the continual improvement of the Payroll Team processes as evidenced by process efficiencies.	

6: Relationship Management & Teamwork	<ul style="list-style-type: none"> • Contributes to the Finance Team by developing and fostering cross-divisional interfaces and relationships. • Maintains and develops professional relationships with key internal and external stakeholders particularly at Stores • Contributes to developing the culture and values of the department in line with plans, demonstrating and encouraging our desired behaviours. • Open to working with others to achieve results, sensitive to the impact of behaviour on others. • Works collaboratively with all parts of the wider organisation. 	
7: Compliance, & Health & Safety	<p>Understand and adhere to all compliance requirements, internal & external, that govern the company's activities, including:</p> <ul style="list-style-type: none"> • Comply with all legal requirements that impact upon your role • Comply with all Health & Safety guidelines and procedures. • Comply with Mitre 10 (NZ) Ltd policies and procedures • Work in a safe manner and follow all safety procedures • Report hazards, incidents and work-related injuries / accidents promptly in accordance with company Health & Safety policy <p>Participate in the Health and Safety Hazard awareness process</p>	5%
Performance Standard:	<p>At Standard: Compliance and no avoidable incidents. Honesty and fairness in all activities.</p> <p>Above Standard: Proactive in implementing suggestions and ideas.</p>	
8: General	<ul style="list-style-type: none"> • Be a role model for the company's values: Customer Driven; Honest and Fair; One Team; Down to Earth; Strive for Excellence; Keep our People & Customers Safe • Pursue opportunities for personal development and improvement. • Undertake any other duties or responsibilities your Manager feels are appropriate given your role and skills. 	

POSITION HOLDER SPECIFICATIONS	
Qualifications required	
Total years of experience required	Minimum 5 years' experience in similar role.
Other specific Technical skills required (e.g. advanced excel)	Competent on advanced computer skills (Word, Excel, PowerPoint).
Competencies required:	<p>Excellent communication skills.</p> <p>Strong written communication skills.</p> <p>Strong personality with the ability to be calm under pressure when dealing with customers.</p>

FINANCIAL & PROJECT DIMENSIONS	
Total Revenue accountability	N/A
Annual Operational Expense Budget	N/A
Annual Capex Budget	N/A
Expenditure authority maximum	None
Project Spend (if applicable)	N/A
Project Impact (e.g. whole organisation, business unit)	Business Unit
Delegated Authority levels (if applicable)	N/A

WORKING RELATIONSHIPS	
Frequent People Contact	Nature of Contact and Why
Payroll Manager	Reporting Manager
Finance Team	Collaboration, Compliance and Planning
HR Team at Support Centre	Collaboration, Compliance and Planning
Member Stores Payroll, Finance and HR Teams	Collaboration, Compliance and Processing
MEGA General Managers / Store Team	Collaboration, Compliance and Processing

CHALLENGES AND COMPLEXITIES IMPACTING THE OPERATION OF THIS ROLE	
External Environment (economic climate, competitor activity, ownership):	
Other challenges or complexities that may impact on the ability to deliver outcomes	Working with remote business partners, autonomously (trust)
Work Environment	

ORGANISATIONAL STRUCTURE

