



Ministry of Finance and Economic Management
GOVERNMENT OF THE COOK ISLANDS

PO Box 99 Rarotonga Cook Islands Phone (682) 29511 Fax (682) 29652 www.mfem.gov.ck

POSITION SUMMARY

| | |
|----------------------------|--|
| Job Title: | Payroll Supervisor |
| Division: | Treasury Management |
| Responsible To: | Shared Services Manager (SSM) |
| Responsible For: | No direct report |
| Job Purpose: | To manage and coordinate the processing of payroll function for the whole of Government. |
| Job Classification: | |
| Date updated: | |

AGENCY VISION

"MFEM shall be a competent and professional organisation, inspiring public trust in managing public finances in pursuit of our national development aspirations"

"We will act without fear or favour to collect revenue which pays for our Cook Islands way of life"

ORGANISATIONAL STAFFING STRUCTURE

Organisation Chart Attached – Appendix A

KEY RESULT AREAS (KRA'S)/OUTPUTS

| KRAs for this position (maximum of 6) | Key Performance Indicators (use SMART principles) |
|---|--|
| <p>KRA 1: Payroll System Management;</p> <ul style="list-style-type: none"> • Timely and accurate processing; • Timely and accurate reporting; • Compliance with all mandatory payroll requirements. | <p>Jobholder is successful when:</p> <ul style="list-style-type: none"> • Maintain employee payroll records up-to-date and accurate. • Ensure all data relating to the Crown's payroll processing is processed timely and accurately. • Ensure that all payroll procedures are followed. • Coordinate with HR and finance teams to carry out payroll processing. • Ensure all related laws and regulations are followed. • Provide all necessary pay reports to Government agencies on a timely basis. • Manage accurate and timely payment processes for Superannuation, PAYE and other monthly payroll clearing accounts; • Complete all necessary reconciliations, both monthly and annual, ensuring that all outstanding issues are resolved within one month. |
| <p>KRA 2: Payroll Shared Services</p> <ul style="list-style-type: none"> • Effective Customer Services; • Improve procedures and processes | <ul style="list-style-type: none"> • Prepare employee wage summaries of earnings, taxes, deductions, leaves, retirement savings and benefits. • Provide support in tax calculation and filing for employees. • Address payroll related queries and requests from employees. • Review and recommend improvements to existing payroll procedures. • Assist in audit operations and implement audit recommendations. • Ensure adequate staff backup for payroll processing by training the Payroll Officer and any other Treasury division staff. |
| <p>KRA 3 Administration and Management</p> <ul style="list-style-type: none"> • Develop positive relations • Work with Agencies to improve systems and process | <ul style="list-style-type: none"> • Take opportunities to up-skill and develop when relevant and practical. • Recommend enhancements and improvements to operating procedures. • Develop a personal work process manual which details how various job process are carried out. • Apply a common-sense approach to work habits and duties. • Communicate any issues relating to the Treasury Division or MFEM as soon as possible to the appropriate person • Ensure a high level of customer service when dealing with all parties. • Ensure confidentiality of all information. • Visit/ liaise with the agencies as necessary to ensure they receive training and other relevant assistance with day to day operations. |

WORK COMPLEXITY

| <i>Indicate most challenging problem-solving duties typically undertaken (3-4 examples):</i> | |
|--|---|
| 1 | Time Management – This position will involve processing payroll for the whole of Cook Islands government, late processing impact livelihood of all employees and therefore a person with commitment to deadlines and set priorities is required. |
| 2 | Problem Solving – The position should be the ‘go to’ person for the whole of government for anything payroll related. The position therefore is required to demonstrate attention to detail and understanding of the payroll procedures to be able to provide solution as they arise, e.g non-payments of allowances etc. |
| 3 | Technical skills and Initiative - This position is reasonably independent and requires someone who has a strong technical understanding of the payroll system and all mandatory requirements to provide solutions and recommendations where necessary. |
| 4 | Communication Skills – This position will be dealing with Finance staff and Management in a number of different Agencies, and managing significant changes, without being on the ground at all times. They will need advanced communication skills and the ability to show leadership without being immersed. |

AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. (*Explain the authority if any*)

| | |
|--------------------|----|
| Financial | No |
| Staff | No |
| Contractual | No |

FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts. (*List the external and internal types of functional relationships*)

| Internal | Nature of Contact | External | Nature of Contact |
|--|---|---------------------------|---|
| TMD | Co-ordination role between all division of TMD to ensure deadlines are met; | Agencies | Obtain information relating to processing of the payroll. |
| Other MFEM Staff – Tax, Statistics & Aid | Providing PAYE and other payroll associated information; | Cook Islands Audit Office | Heavy – managing and liaising with Audit to ensure Agencies meet audit requirements |

QUALIFICATIONS (OR EQUIVALENT LEVEL OF LEARNING)

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

| Essential: (least qualification to be competent) | Desirable: (other qualifications for job) |
|--|--|
| <ul style="list-style-type: none"> Diploma in Business Administration | <ul style="list-style-type: none"> Tertiary qualification in a business Administration; Certified Payroll Professional |

EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

| Essential: (least number of years to be competent) | Desirable: (target number of years you are looking for) |
|--|---|
| <p>3+ years payroll work experience or in a similar role.</p> <p>Good attention to detail and confidentiality.</p> <p>Computer literate with good working knowledge of Microsoft Word, Excel and Microsoft Access or equivalent;</p> <p>Good Communication skills – both written and oral, and good standard of written and spoken English and Maori.</p> <p>Good Time management skills – multitasking and completing tasks on time;</p> <p>Discretion, tact and diplomacy in handling sensitive information</p> <p>Ability to work productively in a team environment.</p> | <p>Understanding Government processes and the functions of Government</p> <p>Reporting, accounting experience and advantage;</p> <p>Understanding of the MFEM Act and the Cook Islands Government Financial Policies & Procedures Manual.</p> |

KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

| Level of ability required for the job | |
|--|---|
| Expert | <ul style="list-style-type: none"> Office Management and administration Know HR Policies and procedures HRMIS best practices Document management and filing |
| Advanced | <ul style="list-style-type: none"> Written and oral communication – English and Maori Time management Systems analysis and problem solving |
| Working | <ul style="list-style-type: none"> Public Service experience; Computer literate; |
| Awareness | <ul style="list-style-type: none"> Government Processes; Tax legislation, Superannuation ACT Cook Islands financial policies and procedures manual; |

CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

Approved:

HoM/Manager

Date

Employee

Date