

# Position Description



HERITAGE LIFECARE

## Time and Attendance Implementation Coordinator

### Company Overview

Heritage Lifecare is a provider of Residential Aged Care Facilities throughout New Zealand.

As an organisation we are committed to providing 'A Better Everyday' for our residents, their families and our employees by aligning our actions to our company values:

- **Kia tika te rere o te waka - People First**  
Enhance the health, safety, and wellbeing of our people
- **Poipoia te angitu - Nurturing Success**  
Seize opportunities and experiences every day in every moment
- **He toa takitini - Better Together**  
Work together in respect and harmony to empower everyone

At Heritage Lifecare Limited we embrace diversity by ensuring we apply the principles of merit, equality, fairness and transparency to our working practices which enable decisions and actions to be free from discrimination, conflict of interest and favouritism. We do this with a commitment to the Principles of Te Tiriti o Waitangi – partnership, participation and protection.

### Position Overview

Heritage Lifecare is undergoing a Time and Attendance Application upgrade. The purpose of this role is to provide crucial support to the project team and end users of the application during the transitional phase. You will use system knowledge to liaise with various role players, upskill end users, resolve issues and keep things running smoothly. This role will work closely with the payroll function.

#### Reports to

#### Functional Relationships

Project Manager  
Chief People Officer  
People & Culture Team  
Operations Team  
Support Office Team  
Care Home and Village Managers  
Administrators

## Key Accountabilities

- Supporting the project team with system implementation for the Time and Attendance Application.
- Keep up to date with new functionality and upgrades to ensure our end users are receiving the best advice.
- Assisting the project team to plan for, prepare and cleanse payroll data prior to migration between systems.
- Perform complete data transformation prior to migration into the new solution.
- Working with the Project Manager to consistently review processes to ensure the best possible end user experience.
- Supporting system upgrades and new functionality rollouts
- Answering all tier one and two queries
- Escalating queries as appropriate
- Ensuring system compliance with regulations.
- Assist with setting up and configuring the Time & Attendance system, including data entry, user roles, and access permissions.
- Testing and validating the system to ensure accurate and timely implementation of the Time & Attendance system
- Monitoring system performance and troubleshooting issues
- Update of desk files and process flows for all tasks undertaken
- Providing training for end users on systems
- Liaising with internal users to understand workflows and pain points
- Supporting timeframes where issues arise, particularly those impacting pay cycles

## Key Competencies

### Financial Authority

Nil

### Person Specification:

#### Essential skills, knowledge and experience

- Ideally, previous hands-on experience with HumanForce
- Knowledge, understanding and practical experience in relation to the implementation of a payroll solution.
- Previous exposure to post-go-live support
- Knowledge, understanding and relevant practical experience of the payroll lifecycle.
- A continuous improvement mindset in relation to improving the service.
- A customer-centric mindset and professional manner.
- Ability to manage multiple stakeholders.
- Ability to manage multiple priorities in a fast-paced environment.
- A strong team player who is willing to actively work across the team, adopting a can-do and flexible attitude.
- Basic understanding of the NZ HR and employee relations law
- Demonstrated time management skills, with the ability to remain calm under pressure and manage numerous tasks throughout the day
- Strong attention to detail
- Excellent interpersonal skills, capable of establishing and building effective working relationships with people of all cultures and employees at all levels
- Excellent communication skills, with the ability to translate information, data and ideas into a language that can be understood by a wide range of people
- Experience using IT applications with speed and accuracy, including Word to prepare correspondence and

reports; Excel to prepare reports, tables, and charts; and PowerPoint to prepare effective presentations.

- Highly developed organisational and planning skills with the ability to prioritise work effectively and manage competing priorities and deadlines
- Ability to adapt easily and quickly to changing environments and is responsive to varying business demands
- Values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected
- Flexibility to travel is essential as the role will include extensive travel throughout New Zealand.

### Health and Safety

Heritage Lifecare is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities.

There are two key points to health and safety:

- The safety of our people and the communities in which we operate always comes first
- We are all empowered and expected to challenge any unsafe situation at work

We will achieve these by:

- Building a positive health and safety culture
- Aiming for zero harm
- Taking reasonably practicable steps to identify, eliminate or minimise risk
- Reporting hazards and incidents
- Managing contractors
- Communicating and consulting regularly about health and safety issues
- Developing our knowledge about our roles in managing health and safety
- Investigating and learning from incidents
- Ensuring competence to do the job

### Core Competencies (Level 3)

|                                    |   |
|------------------------------------|---|
| <b>Trusted Partner</b>             | Values and builds long term relationships, puts the clients' interests in front of their own, is genuinely interested in their client and their business challenges, works hard to understand the client's strategy and approach. Is reliable – does what they say they will do. Develops and maintains credibility, is genuinely passionate and enthusiastic whilst maintaining authenticity.  |
| <b>Driving for Results</b>         | Sets high goals for personal and team accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous  |
| <b>Tenacity</b>                    | Distinguishes between challenging circumstances and those that are exploitive / dangerous / illegal actions. Addresses difficulties and draws on skills, knowledge and understanding to find solutions to problems. Ensures that setbacks and challenges inform the review and evaluation processes. Recognises all peoples learning and contribution to feedback. Maintains an energetic and focused approach to new or repeated challenges. |
| <b>Business Acumen</b>             | Displays a keenness and quickness in understanding and dealing with a "business situation" in a manner that is likely to lead to a good outcome.  |
| <b>Deal with Ambiguity</b>         | Accepts change in job requirement, schedules, or work environments as part of job. Adaptable with the   |
| <b>Courage</b>                     | Display professional courage by seeking feedback and listening, says what really needs to be said in a professional manner, communicates openly and frequently, embraces change, makes decisions and moves forward, gives credit to others and holds self and where appropriate others accountable.   |
| <b>Transfer skills to Business</b> | Is able to learn from past experiences across a variety of different industries, organisations and circumstances and can appropriately identify transferable skills for current role/ project / situation to add value and achieve a positive outcome for the   |
| <b>Facilitating Change</b>         | Encourages others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change within the workplace.  |

*The intent of this position description is to provide a representative summary of the major duties and responsibilities and the competencies expected to be performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this Position Description.*