

Job Title	Consultant 2 – BI (Power Automate)	Job Family	ZCS
Grade	Level 3	Reports to	Operations Manager - BI
Location	Kochi (Hybrid)	Team Size	Direct – 0 Indirect reports - 0

About the role:

At Zellis, we have big ambitions and our Services division is at the heart of them. A key part of this ambition is the growth of its Data, Analytics and Automation Consulting practice, which has created an exciting opportunity for a dedicated and ambitious consultant who is passionate about developing automated solutions for customers.

You'll be a key member of a proactive team delivering customer funded consultancy and projects focussed on system integrations and automation for Payroll and HR solutions.

Your role will focus on working with clients to design and implement automation and integration solutions. You will be the subject matter expert in these engagements, leading both the design of the solutions with clients, as well as the delivery workstream.

As a Consultant, you will act as a trusted advisor to customers, delivering Power Platform solutions, supporting integrations, troubleshooting complex issues, and providing technical consultancy across HR & Payroll. You will engage directly with customers throughout the lifecycle of projects and support engagements, from discovery and solution design through implementation, handover, training, and ongoing service improvement.

Key success measures for the role include delivery of quality work on time and on budget, excellent customer NPS feedback and achieving chargeability targets.

Role Accountabilities and responsibilities:

Customer Consultancy & Delivery

- Lead customer workshops, discovery sessions, requirements gathering, and create high level solution designs.
- Design, build, test, and deploy Automation and Integrations solutions using Microsoft Power Platform capabilities and services (e.g. Power Automate, Entra ID, etc)
- Produce functional and technical specifications, solution documentation, test plans and implementation plans.
- Act as a subject matter expert for your field including Power Automate, related technologies (including APIs, AI, etc) and good practice (architecture, scalability, error handling, governance).
- Support customers through solution readiness setup e.g. Entra ID Registrations, authentication configurations, security setup, and connectivity troubleshooting.

Customer Success & Relationship Management

- Provide pre-sales advisory consultancy on automation opportunities, process optimisation, and integration strategies.
- Support pre-sales activities including demonstrations and solution discussions with prospective customers.
- Build strong customer relationships and act as a trusted technical advisor.
- Produce customer-facing documentation, best practice guides, and training materials.
- Deliver excellent customer experiences and contribute to high NPS and customer retention outcomes.

Continuous Improvement & Capability Development

- Identify opportunities to improve our internal delivery processes, support models, and automation offerings.
- Maintain expertise across Microsoft Power Platform, related technologies, industry competitors e.g. Workday, and emerging technologies.
- Share knowledge across the team and provide coaching to consultants and analysts.
- Contribute to the development of new propositions and services in your field of Automation, Integration and solution support.

Key skills and experience

- Strong hands-on experience of designing and supporting solutions with Microsoft Power Platform, particularly:
 - Power Automate (Cloud and Desktop Flows)
 - Power Apps
 - Dataverse
 - Power Platform Connectors
- Experience with Power Platform ALM, environments, solution deployment, and governance.
- Experience working with REST APIs, connectors, and system integrations.
- Knowledge of authentication methods, service accounts, and integration security principles.
- Experience troubleshooting complex technical issues across multiple systems.
- Understanding of data transformation, ETL concepts, and workflow orchestration.

Special Circumstances / Other Requirements e.g. travel requirements, working arrangements etc

This role may on occasion require flexible working hours compatible with UK in order to meet some critical delivery timescales.

About Zellis

Zellis is the leading provider of AI Enabled, payroll Payroll, WFM, and HR solutions for the UK and Ireland.

Zellis Group consists of four companies - Zellis, Moorepay, Hastee and Benefex - who provide services to different customers and have the autonomy to design and deliver products to meet their unique needs. We are three distinct and successful businesses, but there is power as a group.

Our overall purpose is to *power exceptional employee experiences so you and your people do better.*

Our history

We have over 50 years of heritage and industry experience – and we’ve been ahead of the curve throughout.

More than half a century ago, we were founded as Peterborough Data Processing. Quite a lot has changed since then – not least our name.

We were acquired by Northgate, becoming NorthgateArinso in 2007 and NGA Human Resources UK and Ireland in 2014, where we were joined by Moorepay. In 2018, the UK and Ireland division was sold to Bain Capital and now we operate as a standalone company.

After acquiring Benefex, we’re now even better equipped to serve the complex needs of our customers.

In September 2020 we launched Zellis HCM Cloud, the exciting next evolution of ResourceLink, our flagship payroll and HR solution.

We’re proud of our culture

At Zellis we work hard to create a culture where people want to join, belong to, and be part of a progressive organisation. We’re committed to recruiting and retaining a diverse and inclusive workforce that is representative of the customers we serve and the communities we operate in.

Our values, which were defined with input from all of our 2,000 colleagues, are not empty words on a poster. They reflect who we are, and how we operate as a business.

			
Unstoppable together	Always learning	Make it count	Think scale
We are inclusive , celebrate differences and work together to achieve exceptional results.	We build expertise in ourselves and others, always looking for better ways .	We are accountable for what we do and the impact we have .	We build for the future , creating repeatable , simple and scalable solutions.