

Job Title	Team Manager – Implementation/ Payroll	Job Family	Implementation/ Payroll
Grade	L3	Reports to	Service Manager/ Operations Manager
Location	Kochi	Team Size	Direct: 10+

Responsibilities:

Role and Responsibilities

- Lead a team of 12-16 payroll specialists responsible for the delivery of payroll services to a single or multiple clients as part of a managed services operation.
- You will motivate and engage your team across the employee lifecycle, including the recruitment of new team members, setting objectives, coaching, and recognising individuals to drive the best performance and dealing with performance issues in a timely manner.
- You will optimise the performance and productivity on your account or group of accounts through good workforce planning, effectively managing working practices and resources to meet the pre-determined Work Timings and Leave Schedules.
- Provide accurate and timely reporting of team KPIs and reporting to your manager.
- Effectively manage your team to ensure that customer processing SLAs are met and that opportunities to exceed are maximised.
- Ensure 100% accuracy of the data being input into the payroll(s)
- Ensure your team are working within Zellis' policies and procedures and any additional procedures that are specific to yours or your team's roles.
- Ensuring all handling processes are compliant with the relevant Quality Compliance Processes and that associated documentation is complete and available for checking.
- Ensure communication occurs in a timely manner with colleagues and internal/external customers, ensuring that all communication has been understood and where needed feedback sought.
- Work within a Continuous Improvement framework to identify and recommend solutions that can improve service, mitigate risk, or reduce cost to serve.
- Develop colleagues through supporting individuals to identify job specific and future development training needs in accordance with our career pathways.
- Minimise occurrence of escalations or incidents, but where an incident does occur, step in and resolve at speed, keeping stakeholders up to date throughout – and driving root cause analysis and preventative action.

Knowledge

The technical and/or subject information needed for the role:

- Knowledge of Implementation life cycle, KPIs and customer facing
- Resource planning – Effort model and capacity model
- Change management.
- Knowledge of quality and compliance management systems

Skills

The specific abilities you have learned, or competencies:

- Excellent communication skills.
- Driven for results and highly self-motivated.
- Strong analytical skills
- Team development and coaching
- Client escalation resolution and managing overall responses to requests.

Eligibility – (Note this is a vacancy driven role)

- 6+ years of experience in Outsourcing/Offshoring Industry Experience of delivering to client SLAs across multiple clients.
- Experience of delivering to client SLAs
- Experience operating on multiple clients with varying processes/SLAs etc

How to apply

Apply with updated resume and IJP application form with the Position as Subject line to IJP.India@Zellis.com marking respective reporting manager.

Last date to apply - **on or before – 18th Apr 2023**

People leadership / Team leadership:

Mentoring & development skills

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

Will need time in the Moorepay offices and by exception, client, and supplier premises. Role could be home based for the right candidate.

About Moorepay & Zellis

Moorepay is a leading provider of payroll and HR solutions for SMBs in the UK and Ireland.

Together with Benefex and our parent company Zellis, we form the Zellis Group, serving a vast array of companies across every vertical and industry.

Our purpose is to make people feel appreciated for the work they do – through precision, choice, and magic.

Our history

Moorepay services small to medium customers in Payroll and HR Services customers across the UK and Republic of Ireland. We've been supporting businesses since 1966 and today we produce millions of payslips every year and offer round-the-clock professional advice, thousands of organisations rely on our experience and expertise to make sure their Payroll, HR and Compliance needs are met on time, every time.

We were acquired by Northgate, becoming NorthgateArinso in 2007 and NGA Human Resources UK and Ireland in 2014. In 2018, the UK and Ireland division was sold to Bain Capital and now Zellis operates as a standalone company with Moorepay as a division of Zellis Limited. After acquiring Benefex, we're now even better equipped to serve the complex needs of our customers

Our vision

Our vision is to be the clear leader in pay, reward, analytics, and people experiences. There's nothing more important to us than building trusting and beneficial relationships with our customers, using our size, scale, and breadth of experience to offer tailored solutions that precisely meet their business needs. We design solutions that keep our customers ahead of change as they navigate the regulatory complexity and workforce uncertainty which exists in today's business landscape. At the heart of everything we do are our highly qualified payroll and HR experts, who are committed to delivering first-class customer service at all times.

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 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

We **work together** to achieve amazing results.

We are **inclusive**, celebrating differences and respecting others.



Always learning

We build **expertise** in ourselves and others.

We are **dynamic**, always looking for better ways.



Make it count

We work with **precision** and pace.

We take **ownership** for what we do and how we do it matters.