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

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| **Job Profile:** |
| A Team Leader plays extremely important role in motivating company and ensuring their success. Some of their duties include communicating company goals, safety practices, and deadlines with designated teams. They are responsible for motivating team members and assessing their performance and evaluation. As a team leader, you will be the contact point for all team members, so your communication skills should be excellent. You should also be able to act proactively to ensure smooth team operations and effective collaboration. Ultimately, you should lead by setting a good example and engage the team to achieve goals. |
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| **Role Accountabilities and Requirements:** |
| **Duties and Responsibilities**   * Excellent People Management skills * UK Payroll Knowledge * Excellent communication skills * Excellent knowledge in Payplan (AS400), MPHR and NextGen is added advantage * Analytical skills * Rapport building and facilitation skills * Excellent people management skills * Set clear team goals and KPIs * Delegate tasks and set/follow project deadlines * Oversee day-to-day teams' payroll operation and performance * Do regular performance evaluation (monthly) * Create a healthy and motivating work environment and atmosphere * Develop a well-designed and motivating evaluation program (career path/liaise with L&D) * Perform one-to-one with teams about their performance * Monitor team performance and report on metrics to management * Motivate team members – People handling * Discover training needs and provide coaching (TNI Analysis/Liaise with Trainers/Coaches) * Listen to team members’ feedback and resolve any issues or conflicts * Plan and organize team-building activities * Manage grievance effectively, else address HR and Management proactively   **Eligibility Criteria - Requirements and Qualifications**   * Current Designation: Consultant or above * Tenure with Moorepay/Zellis: 4 Years * Total industry experience: Minimum 5 years * Employee mustn’t be on PIP/disciplinary warning during the last 6 months. * Employees rated “Not Met/Met Some” for the last mid-year/year-end cycle are ineligible * Must have an academic graduate/post-graduate qualification the least * Strong knowledge of performance metrics * Good PC skills, especially MS Excel * Experience with organizing training programs * Sense of ownership and pride in your performance and its impact on the company’s success * Critical thinker and problem-solving skills * Must be a Team player * Must adhere and understand good time-management skills * Great interpersonal and communication skills * Degree in Management or training in team leading is an added advantage * CIPP or any other UK/IR payroll certification is an added advantage * Having knowledge and experience in handling UK client’s escalations is added advantage * Must have knowledge on UK Culture   **Compliance**   * Ensuring Quality Compliance for all BAU processes handled – when required * Following Of Quality Processes Thoroughly * Checklists, Standards Etc. (ISO/BSI, Payrolls & Clients) * Ensuring All Process SLAs Are Met * Ensuring ISMS & QMS Compliance for all processes are handled * Adhering to company policies, Rules & Regulations * Adhering to Work Timings, Leave Schedules   **Reports to-**   * Report progression of a Team Level - Keep AMs & Management updated * Responsible For Ensuring Quality Documentation Is Up-To Date |

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| About Zellis |
| **Zellis is the leading provider of payroll and HR solutions for the UK and Ireland.**  Together with Benefex and Moorepay, 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**  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 were 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.  **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 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  Text  Description automatically generated |