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| **Job Title** | Payroll Operations & Services Team Leader | **Job Family** | N/A |
| **Grade** | TBC | **Reports to** | Head of Payroll Operations & Transformation |
| **Location** | Zellis Managed Services – Nottingham | **Team Size** | Direct – 5 - 15 |

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| **About the role:** |
| * The Payroll Operations Team Leader role entails directly managing an onshore delivery team whilst also providing the key day to day contact and co-ordination point for the offshore delivery team with both teams providing a high level of customer service in the delivery of Payroll & HR Admin services to one of our large strategic customers.  The role holder will also work closely with the customer, internal dedicated Zellis teams and wider teams within the Zellis group. The successful individual reports into the Head of Payroll Operations & Transformation, providing a high-level view of current activities, managing conflicts and resolutions, engaging with the customer, as well as managing business as usual tasks. |
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| **Role Accountabilities and Responsibilities:** |
| **In this role your key responsibilities will be:**  The role will require the candidate to have knowledge of workflow and people management.  Key responsibilities include:   * Delivering high levels of customer service through our services and interactions. * Ensuring all SLAs and KPIs are met. * Lead, direct, motivate and develop a group of telephony and administration colleagues to exceed team objectives and targets while ensuring customer satisfaction and that company policies and procedures are adhered to. * Manage and own other non-cyclical payroll processes, via the team, from start to finish including project participation internally and externally. * Support payroll impacting tasks with defined administration and processes * Understand and adhere to contractual scope of service and assess ad hoc requests on a case-by-case basis. * Ensure all transactions and queries are delivered with 100% accuracy and on-time delivery. * Ensuring stakeholders provide good feedback on response surveys. * Communication with stakeholders of all management levels, both internally and externally * Managing and maintaining the team, ensuring all colleagues are up-to-date with contractual compliance and training requirements. * Identifying process changes and efficiency savings. * Providing resolutions to delivery issues and escalations. * Ensuring DWIs and relevant checklists and process documents are reviewed and updated accordingly. * Promoting team engagement and driving improvements in team morale and wellbeing. * Identify and develop improvements to current ways of working to streamline and ensure we operate in an efficient manner |
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| Eligibility Criteria / Skill Set Required: |
| **Required Skills:**   * A high level of attention to detail * A passion for customer service delivery * Experience delivery of Payroll, HR administration services and helpdesk services * Ability to manage across multiple systems and processes. * Ability to prioritise workloads and allocate resource where required. * Excellent communication and people skills * Moderate to extensive knowledge of Payroll and HR administration activities along with a keen interest to learn specific service offerings * A strong understanding of Microsoft applications, such as Excel, Word, PowerPoint, Outlook etc. * A understanding of case management platforms * The ability to juggle multiple priorities across a blend of service activities and manage customer expectations. * A positive attitude towards customer and business requirements. |