

# Senior Product Manager - Payroll

<b>Job title</b>	Senior Product Manager	<b>Job family</b>	
<b>Grade</b>		<b>Reports to</b>	Managing Principal Product Manager
<b>Location</b>	Bristol (Hybrid)	<b>Team size</b>	0

## About the role:

We are seeking an experienced, highly skilled and motivated Product Manager to drive the evolution of our core pay & HR products, augmenting our current capabilities and driving growth opportunities.

This is an exciting opportunity to join the product management team at a time where Zellis group is significantly growing and increasing its market share. In this role you will support product leaders and be responsible for the entire product lifecycle from ideation, development, launch and success measurement working closely with other business unit teams, supporting sales & marketing, implementation and customer success. You will be the driving force behind the delivery of the strategic plans of this product area, enjoying market competitiveness, delighting customers and business success. This role sits within a larger product team, as such delivery projects are dictated by legislation and strategic drivers.

## Role accountabilities and responsibilities:

### In this role your key responsibilities will be:

- **Product strategy:** Contribute to and execute a data driven product strategy and roadmap using defined prioritisation methods backed up by quantitative data, customer and market insight and trends.
- **Communication:** Be the voice of the customer and your product set to communicate a clear product vision internally and externally to stakeholders of all levels. Key stakeholders would be within Zellis group and customer/prospect stakeholders to support commercial teams in driving usage and new business logos.
- **Market & competitor research:** Continually research and hone feedback from customers, industry peers and analysts to deliver opportunities and solve customer problems.
- **Product development:** Collaborate and act as scrum master with products and technology delivery teams, including design, engineering, testing to define and deliver agreed roadmap items using agile methodologies.
- **Product launch and consumption:** Work with product marketing and communication teams to execute go to market activities to drive adoption, sales and growth.
- **Delivery support:** Own the repeatable model process to ensure cross-functional Zellis teams are prepared for new features and products to facilitate seamless launch and support activities.
- **Customer Success:** Be an integral part of our customer success team to elicit customer feedback and insight and drive high levels on NPS for your product areas.

**About the role:**

- **Product Monitoring:** Monitor success, usage and product performance using insight tools, reviewing customer support tickets and enhancement requests.
- **In-life support:** Be the go-to subject matter expert on your product set to support other business functions.

**Essential Skills/behaviours:**

- A strong customer focus and a passion for creating user-centric and value-driven products and services.
- Strong domain knowledge in the payroll & HR industry, with working knowledge of pay, absence & HR management systems.
- An aptitude for commercial awareness.
- A proven track record of delivering successful initiatives, from ideation to launch and beyond, using agile methodologies and best practices.
- Good communication and collaboration skills, with the ability to influence and align stakeholders across different levels and functions. Structured thinking to deliver against a defined product strategy to time and budget.
- A creative force yourself, but equally, the ability to facilitate creative dialogs and stimulate others to be creative.
- Smart and restlessly curious to learn new products, technology and business processes.
- Proven ability to drive multi disciplined development teams in a remote, global environment.

**Critical competencies:**

- Experience in a technology focussed company.
- Proven track record of achieving results.
- Ability to demonstrate strong analytical thinking & research.
- Can demonstrate strong customer centricity through a deep commitment to understanding and addressing customer needs.
- Solid technical skills and comprehension of software development processes with the ability to translate the technical solution to customers/consumers and functional business teams in order to sell, implement and support your product set with ease.
- Organisation and methodical approaches with the ability to self manage workload and deliverables.

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

This role can be based in one of our offices, preferably Bristol and can be Hybrid. Occasional travel to workshops, customers and events will be required.

**About Zellis Group**

We are Zellis Group. The UK and Ireland's leading provider of pay, reward, analytics and people experiences.

## About Zellis Group

Zellis Group consists of three companies - Zellis, Moorepay and Benifex - 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

We are **inclusive**, celebrate differences and **work together** to achieve exceptional results.



#### Always learning

We build **expertise** in ourselves and others, always looking for **better ways**.



#### Make it count

We are **accountable** for what we do and the **impact we have**.



#### Think scale

We build for the **future**, creating **repeatable**, simple and **scalable** solutions.

