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| **Job Title** | Process Improvement Consultant | **Job Family** | Business Support and Transformation |
| **Grade** | Level 3 | **Reports to** | Transformation Manager |
| **Location** | Kochi - Hybrid | **Team Size** | N/A |

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| About the role: |
| As part of our Business Support and Transformation Team this role will be responsible for identifying and delivering measurable improvements across the operations teams. Reporting directly to the Transformation Manager in Kochi and with a functional reporting to Process Improvement Senior Consultant in the UK this role is responsible for leading payroll improvement initiatives, identifying new ways of working and embedding strategically critical business-initiated improvements and initiatives across the UK and Kochi. This includes driving change which improves customer satisfaction, reducing cost or maximising revenue and reducing risk.  |
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| **Role Accountabilities and responsibilities:** |
| **In this role your key responsibilities will be:*** Lead strategic and tactical change programmes delivering step change improvements to our payroll process
* Analysing the payroll process and challenging teams so we can standardise and automate our business processes
* Partner with the Services teams to identify improvements that will deliver material business outcomes – including improving customer satisfaction, reducing cost to serve or maximising revenue; using data to inform initiatives, responding at pace, being proactive and increasing efficiency and compliance
* Develop the case for major change for each improvement initiative – (expected benefits, cost, resources, delivery time frame, risks & implementation difficulty)
* Own prioritisation of initiatives to ensure focus on the most impactful areas and build an ongoing backlog of improvement
* Participate in improvement projects such as process re-engineering and change initiatives to reduce waste or process defects, working with the teams to fully embed the changes to maximise the anticipated benefits – using proven improvement techniques such as lean processing
* Maintain standard document repository, ensuring documents are up to date and that the relevant teams are working with the latest version of the standard.
* Update existing process documentation or create new working instructions in relation to new initiatives or features released through Zellis systems or new legislation.
* Support Zellis initiated programmes with process expertise in structured improvement methods and tools.
* Champion and put in place mechanisms to ensure long term adoption and that the change sticks

**Essential Skills, knowledge and expertise:*** Employees with 5+ years of experience in payroll or process improvement projects
* Experience with payroll processing
* Experience in delivering improvement projects with measurable outcomes that can result in FTE efficiency, enhanced customer experience and sustaining service levels
* Demonstrable experiencing partnering and influencing across teams
* Experience with Microsoft Excel, Word and Powerpoint
* Experience in Visio will be an added advantage
* Preferred experience with Six Sigma or equivalent Lean Certification. Or proven ability to improve the experience as part of a payroll role.
* Excellent written and verbal communications skill - being able to clearly and confidently set out what the changes will deliver and how we get there and manage stakeholders
* Structured and analytical – using data to drive decision making
* Clear creative thinker – able to see the bigger picture.
* Curious – looking at best practice exists and how this can be applied.
* Completer finisher – to ensure change is embedded and measured ongoing
* Leadership – ability to lead and challenge other teams
* Ability to work at pace, achieving set deadlines with attention to detail.
* Able to demonstrate good organisational and time management skills

**Eligibility Criteria*** Employees with 5+ years of experience in delivering process improvement projects as a project team member or proven payroll experience
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| Special Circumstances / Other Requirements e.g. travel requirements, working arrangements etc |
| Hybrid – Kochi |

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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 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.**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 |