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| **Job Title** | Transformation Manager | **Job Family** | Transformation |
| **Grade** | TBC | **Reports to** | Mark Sullivan |
| **Location** | Hybrid role – mix of remote working, Birmingham central office and Swinton office.  | **Team Size** | N/A |

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| About the role: |
| Moorepay is taking forward a Customer Experience Transformation programme to enhance the quality of customer and colleague experience, and the efficiency, effectiveness, and usability of these services. This will reflect the key pillars of: Voice of the Business; Voice of the Customer; Voice of Employees.  This change programme involves a number of projects with inter-related objectives and activities. These require further strategic development, shaping and scoping, assessment of opportunities for improvement, and then ongoing leadership, coordination, and delivery:  * Service capability & culture
* The establishment of Customer Hubs – consistency of processes, performance SLAs, and optimising the performance of the operational delivery ‘engine room’
* Customer Journey, Insight, and Measurement including review of MP martech stack
* Adoption and embedding of Service enabling Technologies

 The Transformation Manager will lead, shape, and coordinate a range of inter-dependent workstreams and initiatives, to allow us to successfully achieve our strategic objectives. This would include business process and continuous improvement expertise, as well as change management expertise - taking colleagues on the journey, gaining buy-in, and ensuring that colleagues are geared up, involved, and ready to deliver and adopt changes. Projects are expected to include digital, data, process, and people improvements and this role will be responsible for their planning, governance, communication, monitoring and delivery.The role will ensure clear roles and responsibilities within the projects, harnessing different resources and ensuring contributions are optimised to hit milestones by managing dependencies, issues, and risks.The individual will bring best practice project management methodology, and be able to articulate confidently what good looks like and demonstrate the benefits of its’ adoption to enable project success. |
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| **Role accountabilities and responsibilities:** |
| **Accountabilities*** Identify opportunities for improvement that reflect programme objectives, adopting continuous improvement and utilising business process improvement techniques
* Establish clear phases, milestones for projects that reflect business targets and requirements
* Establish clear scopes, and business cases for projects that enable clarity of outcomes, shared goals and expectations, including benefits
* Ensure that effective governance is in place for projects, including timely and quality reporting
* Manage a RAID log for designated projects
* Business change communication, engagement, and business readiness

**Responsibilities*** Ensure projects have a defined scope for delivery and baselined plan, cost and resource allocation
* Management of project steering group / working group and their servicing
* RACI chart for project team
* Reporting and Risk management

**Skills*** Prince 2 or PMP Certification or similar
* Lean Six Sigma or alternative methodologies that support continuous improvement and business process design
* Change management
* Excellent verbal and written communication skills.
* Experience in planning and delivering projects that include technology / data/ process change
* Clear and concise reporting
* Experienced at establishing and maintaining effective project governance including servicing and leading project boards

**Beneficial Experience*** A strong background in change programmes design and initiation
* A background of implementing best practice delivery methods
* Benefits realisation experience
* Operational experience within HR / Payroll that can inform programme design and prioritisation
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| People leadership / Team leadership: |
| N/A |

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| 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.  |

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| 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 historyMoorepay 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 visionOur 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 cultureAt Moorepay 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 2000 colleagues across Zellis and Moorepay, are not empty words on a poster. They reflect who we are, and how we operate as a business.A picture containing timeline  Description automatically generated |

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