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| **Job Title** | Associate – Payroll | **Job Family** | Zellis Managed Services |
| **Grade** | TBC | **Reports to** | Team Manager/Service Manager |
| **Location** | Hybrid (Office, home) | **Team Size** | No direct or indirect reports |

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| About the role: |
| The Associate – Payroll will be responsible for processing payroll/HR data and complete processing related activities accurately and on time for all customers of Zellis across UK and Republic of Ireland. |
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| **Role Accountabilities and responsibilities:** |
| **In this role your key responsibilities will be:*** Process payroll/HR data and complete processing-related activities accurately and on time
* Monitor automated processes to ensure completed successfully
* Be the first point of contact for client payroll-related queries received via case email and any other approved solutions
* Adhere to contractual SLAs and KPIs
* Ensure customer and internal deadlines are met, or escalated for support
* Organise workload and plan day-to-day activity utilising the tools provided
* Reconciling the payroll, and ensuring processing has been done accurately, in order to enables HMRC submission to be completed on time.
* Escalate complex customer queries and requests outside of capability
* Be responsible for your own development and keeping up to date with relevant payroll legislation and security/data protection standards
* Adhere to your training schedule that has been communicated to you and attend all training sessions. Actively participate and contribute to these sessions to further your development.

**Essential Skills:*** Written and Verbal Communication
* Time Management – Ability to schedule time effectively using efficient work methods and tools
* Ability to multi-task and be organised
* Analytical and logical reasoning skills with good attention to detail
* Ability to collaborate effectively with other members of the team to achieve common targets and objectives
* Be Supportive by demonstrating ability to proactively help other team members

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| People Leadership / Team Leadership: |
| This role does not have any direct people line management responsibilities |

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| Special Circumstances / Other Requirements e.g. travel requirements, working arrangements etc |
| This role will require to work for an extended period of time based on business requirements on need basis |

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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 businessText  Description automatically generated |