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| **Job Title** | ZCS Senior Project Manager | **Job Family** | TBC  |
| **Grade** | TBC | **Reports to** | Head of Programme Services Line |
| **Location** | Home Based or a Zellis office with ad hoc travel as required to client sites | **Team Size** | No direct or indirect reports |

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| About the role: |
| The ZCS Senior Project Manager will lead and manage one or more specific implementation projects, often with complex multi-workstream delivery and transformative customer change. This will include the responsibility for the customer relationship, project plans, objectives, deliverables and milestones, risks and issues, status reporting and governance and the budget and P&L for medium-large (often £300k+) projects and commercial margin of the delivery. This role will work closely with the ZCS Engagement Director, Implementation Consultants, Test Managers/Leads, Service Readiness and Zellis Product & Technology colleagues, and will partner with customer Project, and Test managers to achieve the relevant delivery milestones on time, at the highest level of quality and on budget. This role will also involve interfacing with Customer and Zellis Exec to present the ongoing status, risks and issues on projects under their governance, and support our continuous improvement initiatives to take lessons learned and feed them back into our ZCS programme and project methodology. |
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| **Role Accountabilities and responsibilities:** |
| **In this role your key responsibilities will be:*** Partnering with the customer Project and Test Managers to develop a “One Team” approach to end-to-end delivery to ensure that all project and change activities are delivered on time, at the highest level of quality and on budget
* Developing, agreeing, and maintaining a detailed project plan with the customer, based on the Zellis standard project Implementation methodology, including deliverables, milestones and entry and exit criteria as relevant
* Managing and coordinating all project or change activities so that they are undertaken in accordance with the project plan, including successfully transitioning the service to a live state with ongoing ownership from the Application Support team
* Working with the Implementation Director or Engagement Directors, managing the project and change KPIs, status reporting, commercial margin and budget and P&L
* Reporting on the ongoing performance of the Project to the customer and Zellis stakeholders, including Project Steering Groups, Zellis ZCS Implementation Director and Zellis Exec as required
* Onboarding, managing, coaching and supporting all project resources in executing their activities and acting as the point of escalation for any execution issues beyond the relevant workstreams
* Facilitating the provision of software, infrastructure, supporting tools and appropriate resources for each phase of the project to ensure all pre-requisites and ongoing support is in place
* Managing the scheduling, preparation and facilitation of project or change governance meetings (including milestone or stage gate reviews and sign off meetings) and to inform project stakeholders of progress
* Managing ongoing project or change risks and issues (including mitigation and where possible resolution), and ensuring that they are reported and escalated to the Engagement Directors and Implementation Director in a timely fashion
* Identifying and recommending ongoing continuous improvement proposals to the overall ZCS Implementation methodology, based on lessons learned, to ensure it continues to follow best practice and evolves with improved customer experience, automation, innovation and the latest agile or iterative delivery methodology in a customer friendly way

**Essential Skills:*** Experience leading on medium-large scale Implementation, software, advisory or Managed Services customers with medium-large scale employee volumes (over 10,000 EE’s and £300k budgets)
* Managing & owning project KPIs, objectives, financial measures, planning, resourcing, deliverables, change controls and successful outcomes with internal and customer stakeholders (including C-Suite level with Engagement Director support)
* Acting as project lead across complex projects, including over multiple workstreams (cross customer, third party and internal cross functional
* Planning, scheduling and delivering work for self and others to meet given objectives, outcomes and KPIs; monitors self and others against agreed delivery timelines
* Understands, applies and advises appropriate methods, tools, applications and processes (driving continuous improvement of standard operating processes)
* Significant Influence within areas of multi-specialism (internally & with customers)
* Partners, consults and facilitates appropriate collaboration between stakeholders (internally and externally)
* Follows an expert approach to identifying and resolving highly complex risks and issues
* Anticipates and raises business or reputationally impacting risks and issues to enable them to be mitigated
* Defines problem statements and completes root cause analysis for risks and issues
* Act as a point of escalation, managing difficult conversations
* Follows set development path for their role/multi-specialism
* Takes the initiative to develop skills and knowledge by identifying appropriate development opportunities
* Maintains an awareness of developing practices and their application and takes responsibility for driving own development.
* Contributes to the development of others
* Experience working in the HR & Payroll software, financial technology/services or outsourcing industry (preferred)

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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 may require travel, possibly overnight or for an extended period, both to customer locations and Zellis or partner offices. This will be subject to Zellis and customer requirements. |

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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 |