

## **Role: Client Payroll Team Lead**

### **Reporting to the Regional Operations Manager, your duties and responsibilities will be as follows:**

#### **Managed Payroll Team/People Development**

- Lead, manage and motivate the Managed Payroll Team (Irish and UK) at different levels in their payroll careers. This will be done through performance appraisals, training, payroll scheduling, recruitment, and induction, ensuring rollout of team's desired objectives and goals. This will be with support and direction from the Regional Operations Manager and the Leadership Team.
- Ensure training is provided operationally and the Managed Payroll Team are given the resources to pursue any relevant training.
- Liaise with Senior Management to ensure resources are in place to facilitate ongoing training, absenteeism, professional development.
- Plan, organize and schedule tasks and process flow on a cyclical basis i.e., weekly, fortnightly, bi-monthly, quarterly etc.
- Support the Managed Payroll Team in communicating with their client base and setting fees for additional payroll requirements.
- Support the Managed Payroll Team in providing ad-hoc solutions to client queries.
- Support the Managed Payroll Team with new projects and ensure they have sufficient training and resources to carry out any projects they are part of.
- Monitor and approve Harvest Timesheets seeking continuous margin improvements where relevant
- Approve annual leave requests

#### **Technical/Compliance Expertise**

- Evaluate current systems and internal practices, develop and recommend policies and procedures to ensure payroll is processed accurately and efficiently in a timely and compliant manner.
- Support the Managed and Lite Payroll Teams with technical queries pertinent to Engage, IT and payroll issues and liaise with relevant vendors
- Continue to work with the Leadership Team to rollout Engage enhancements and modifications
- Utilise Excel, Data Analytics, Report Writing, Integration and Automation, People Management skills across the organisation
- Work with the Quality and Continuous Improvement Manager to ensure the Managed Payroll Team are working to ISO 9001, 27001 and 27701 standards.
- Assist the Quality & Continuous Improvement Manager as required to ensure compliance and control risk within the payroll processes.
- Regular review of documentation to ensure compliance with regulatory requirements and assist the Quality & Continuous Improvement Manager with the payroll inspections, as needed.
- Ensuring compliance with all internal controls, KPIs, budgets and other financial and quality control matters
- Research and review any current processes with a view to updating and/or amending in line with Lean and any possible automations within the payroll function.

## **Client Relationships**

- Support the Managed Payroll Team with NPS action plan for detractor and passive clients
- Support the Managed Payroll Team to keep the At Risk Register accurate and up to date
- Supporting the Managed Payroll Team to onboard new clients to include liaising with clients and ensuring expectations are managed and adequate resources are allocated.
- Maintaining regular contact with client base where required and ensuring work carried out by the team is absolutely accurate.
- Be enthusiastic and passionate about providing clients with the highest level of service and ensuring that the Managed Payroll Team are providing this service.
- Maintaining and further developing the relationship with the existing customer base throughout Ireland and the UK

## **Payroll**

- Prepare and monitor payroll processing schedule for all Managed Payroll Team members
- Process a number of payrolls each month to validate system integrity and keep up to date on system, legislative and regulatory requirements. (Details of these to be defined at the beginning of each month and/or as the month evolves)
- Check payrolls for Managed and Lite Payroll Team members where required

## **Ad Hoc**

- Continue to focus on your career within Paycheck Plus by undertaking relevant training courses
- Support the Regional Operations Manager on an ad hoc basis
- Support the Leadership Team with Tender submissions where relevant
- Complete monthly Executive Summary for OD