

Client Payroll Team Lead

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Company: IRIS

Location: United Kingdom

Category: office-and-administrative-support

Permanent

Full time (37 hours per week)

PayCheck Plus is seeking a Client Payroll Team Lead to join our business. Reporting into the Operations Manager you will be responsible for leading and managing the Managed Payroll Team (Irish and UK) at different levels in their payroll careers.

This role will also be responsible for evaluating current systems and internal practices. With an expectation to develop and recommend policies and procedures to ensure payroll is processed accurately and efficiently in a timely and compliant manner for our customers.

Responsibilities

Support the Managed Payroll Team in communicating with their client base and setting fees for additional payroll requirements.

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 roll out enhancements and modifications

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

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.

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.

Knowledge and Experience

Experience leading and managing a team of payroll processors

Exposure and understanding to current Irish payroll practices

Payroll qualification desirable

Strong team management skills

Be an effective communicator who is persuasive, encouraging and motivating

Good planning, organisation and time management skills

Technically competent with various software programs such as Word, Excel, PowerPoint etc.

Please note:

██████████y close vacancies early in the event that we receive a high volume of applications. Therefore, we recommend you apply as soon as possible.

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