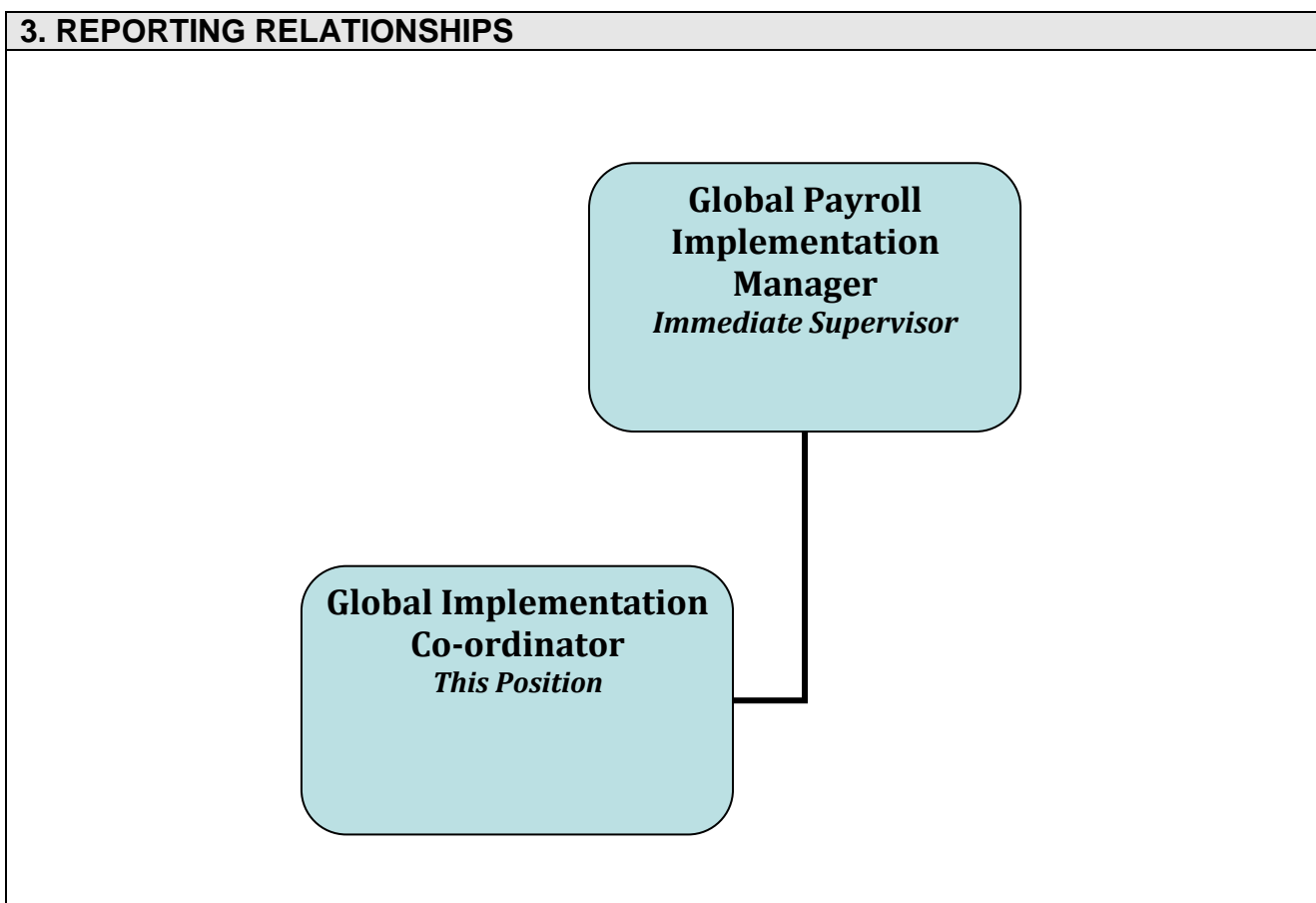


JOB DESCRIPTION – Global Implementation Co-ordinator

1. JOB DETAILS			
Position:	Global Implementation Co-ordinator	Department:	Global Payroll
Reports To:	Global Payroll Implementation Manager	Location:	Aberdeen

2. PRIMARY FUNCTION
Supporting the Global Payroll Implementation Manager in all aspects of project and implementations undertaken by the team. Processing complex Global payrolls as necessary, accurately in a timely manner, ensuring that they work effectively with internal and external customers to deliver the work in an efficient and professional manner to the satisfaction of the clients. Providing support to both the Senior Global Project Administrator and Global Project Administrator, as and when required.



4. ROLES & RESPONSIBILITIES

Principal Duties

- Support to both the Senior Project Administrator and Global Project Administrator on day to day questions
- Ensure strict compliance with agreed deadlines
- Identifying improvements to the payroll team and discussing with the Global Payroll Implementation Manager
- Daily contact with global partners to ensure payroll is delivered on time and accurately
- Answering queries from employees, clients and partners
- Ensuring comprehensive payroll records are maintained and stored as per the agreed filing procedure and naming convention
- Co-ordinating and participating in conference calls
- Set up of new clients/Exit of existing clients
- Co-ordinating data as per agreed payroll calendar
- Preparation of payroll calendars and checklists
- Ensuring the payroll manual is relevant, up-to-date and is used at all times
- Completing a checking sheet for every payroll processed
- Preparation of monthly governance reports by country for all clients
- Compliance with company procedures
- Accurate time recording, to enable invoice procedure
- Ensuring all monthly paperwork is completed accurately and on time
- Undertake non-routine, complex project-type work requested by clients
- Ensuring compliance with Data Protection regulations
- Assisting the Project and Implementation Lead by preparing/checking quotes and arranging conference calls wherever necessary
- Ensuring all areas of the implementation are complete before handing over to ongoing delivery such as payroll manual, calendars, training etc
- Participate in lessons learned sessions following implementations
- Attending weekly implementation meetings and ensuring all actions are completed from these meetings
- Co-ordination of data flow between the client and the partner during implementation
- Assisting the Project and Implementation Lead in handling queries from potential new clients
- Assisting the Project and Implementation Lead in the preparation of all required inputs for the weekly implementation calls including PSR, project plan and action log
- Regular contact with global payroll partners to ensure service excellence is maintained
- Carry on monthly governance and process improvement calls with Partners wherever necessary
- Assisting the Global Payroll Implementation Manager in partner assessment and making recommendations to switch to new partners as required
- Sourcing and vetting new partners as per the agreed process
- Ensuring the partners regularly update the knowledge base

Service Excellence

- Responding efficiently to all queries from client, employees and 3rd party vendors via email, telephone and website
- Implementation of all global payrolls
- Ensure that the Global Payroll Implementation Manager is kept informed of any issues or errors that should arise and CAR forms raised if applicable
- Confirming clients and payroll partners adhere to agreed payroll calendars for data
- Ensure the Global Payroll Implementation Manager is kept informed of any risks for delivering projects or implementations in the agreed timescales
- Maintain communications with clients, employees and 3rd party vendors in an efficient and timely manor

Team Focus

- Demonstrate leadership to both the Senior Global Project Administrator and Global Project Administrator
- Prioritisation of own workload on a day to day basis
- Participate in all team meetings
- Submitting any relevant information that can be discussed at monthly team briefs
- Ensuring a safe working environment and raising any health & safety concerns immediately
- Encourage knowledge sharing both internal and external to the payroll team

Commercial Awareness

- Identifying any process improvement areas and highlighting to Global Payroll Implementation Manager
- Showing initiative with new ideas
- Identifying and highlighting to Global Payroll Implementation Manager, ad-hoc requests and opportunities for work that would incur additional fees
- Ensure timesheets are accurately recording in line with companies policies
- Good level of understanding of client agreements, service levels and billing rates

Professional & Personal Development

- Keeping up to date with legislative changes
- Ensure that PPR objectives are reviewed with Global Payroll Implementation Manager regularly

Competencies

- Have proven numeric skills
- Team player and good communicator
- Positive attitude
- A strong emphasis on accuracy and quality
- Ability to multi-task and to co-ordinate a series of different jobs concurrently
- Ability to work under pressure and to strict deadlines
- Good level of IT literacy; familiarity with databases and current software packages
- Competent oral and written communication skills, with ability to evaluate queries and advise clients in a timely and professional manner
- A high level of personal drive and self motivation with an ability to work in isolation when required
- A willingness to learn new tasks and be flexible
- Customer-focused with a service-orientated approach
- Ability to build relationships with clients and colleagues
- Basic UK Payroll Knowledge