

## **Payroll Support Manager**

CIPHR are a rapidly expanding, innovative, UK based tech company who provide online (SaaS) HR systems and solutions to help organisations attract, engage, manage and retain their workforce more effectively. CIPHR's mission is to be a strategic partner in the delivery of software and services, to unlock the true value of people-related data. We work hard to meet client demands through software, outsourcing, data management, and new forms of knowledge-based services.

With ambitious growth plans, and working in a rapidly changing and developing market, we are looking for extraordinary and talented people that will implement creative and innovative ideas and solutions.

We want to continue to expand our growing workforce with creative professionals who can add value and originality to our teams. Employees need to be dedicated to providing top-quality services and have the ability to develop a wide understanding of key HR issues and what CIPHR does to resolve them.

### **About the role:**

Our business is growing and we're looking to strengthen our Customer Service team by adding an experienced and passionate Payroll Support Manager to improve the customer experience even further. The CIPHR Payroll Support Desk is the first point of contact when our customers need our help, we need someone who is all about ensuring the customers have the best possible interaction from the moment they contact the Service Desk to the point their issue is resolved.

We are looking for someone who is looking to develop and grow themselves as well as their team to ensure we are able to offer fast, reliable resolutions.

### **Accountabilities:**

- Ensuring team is lead to a high standard with strong people management skills
- Ability to direct and lead change within a team
- Effectively managing all raised tickets with an excellent level of customer service and within agreed SLAs
- Driving continuous improvement within Customer Service team, reviewing and streamlining processes to ensure excellent customer support

### **About You:**

- Pro-active approach to work, a self-starter, who has customer service/ service desk experience
- Experience of working in a payroll environment
- Consistent delivery of a high level of customer service in both written and verbal communication



#### What we offer:

Apart from a working with a great team, a growing company and having the chance to learn and enhance your knowledge and qualifications, we offer:

- 25 days annual leave (28 after 3 years service), plus bank holidays
- Pension
- Regular training
- Life assurance
- Medical Cover and Dental cover
- Perks at Work – access to exclusive discounts, cinema tickets, etc.
- Free annual health screening
- Gym Loan
- £1,500 employee referral scheme

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