**JOB DESCRIPTION**

**Job Title:** International Payroll Manager

**Company:** FMP Global

**Hours of work:**  37.5 per week (Monday – Friday)

**Location:** Chichester, West Sussex

**Directorate:** International Operations

**Reporting to:** Adam Sole: Operations Manager – International Payroll

**Responsible for:** No reporting staff

**Number of People Employed in this Position:** Eight

**Job Purpose:** The International Payroll Manager will be supporting a highly efficient and effective team to provide a customer focussed operational payroll service to our international client base.

They will be expected to liaise between FMP’s partners and our clients to serve as a first point of contact for the client, ensuring excellent customer service and client satisfaction at all times.

The post holder will manage the on-going payroll processing for their allocated client base. This involves relaying the client’s monthly payroll details to the in-house teams for processing, sending finished reports to the client for approval, and raising payment requests in the clients chosen payment method, keeping track of when they have made payment – all in a timely manner to meet the employees pay date.

They will also be required to answer all client queries, whether that be researching FMP’s internal records, looking up the information on reliable sources, or communicating with our in-house specialists.

On some occasions the post holder may be required to attend client meetings across the UK.

The job holder will do all tasks within his/her level of skill and ability.

**Duties and Key Responsibilities:**

* Build and maintain productive working relationships with an allocated client base, becoming the first point of contact for all verbal/ written (Outlook) communication, for both payroll and payroll related services such as HR and Employment Law.
* Prioritise workload both effectively and efficiently, demonstrating excellent organisational skills to deal with conflicting priorities.
* Working to ascertain the payroll information in the early part of the month to ensure the monthly payroll process for clients, in all countries, will result in employees being paid correctly, on the correct date, as efficiently as possible.
* Responding to incoming enquiries in a timely manner ensuring all deadlines are consistently met by keeping clients informed of impending deadlines, sending prompt reminders if the deadline is at risk of being exceeded and managing client expectations as required through the appropriate method of communication.
* Work closely with FMP’s in-country specialists to provide payroll advice, guidance and reports to customers to help maintain exemplary legal compliance in each country. This may sometimes involve setting up; and attending, conference calls between the two parties.
* Provide and receive highly sensitive information to a range of audiences. Consistently promoting a climate of good practice.
* Utilise excel to produce and manage payment requests in the clients chosen payment method, keeping track of when they have made payment and providing an overview of the monthly payroll, per country.
* Prepare client invoices on Kashflow where appropriate at the end of each month.
* Undertake research, using FMP’s internal records, information on reliable sources, or working with the in-house specialists.
* Maintain each client’s records on the FMP secure database, keeping email correspondence organised in the set format.
* Work cooperatively with the other team members, sharing information and processes where possible and where needed.
* Be proactive by developing a portfolio of clients, improve relationships and develop additional streams of revenue through increased payroll or additional product lines.

At times the post holder will be expected to cover for other staff members, either when their workload determines or during holidays and sickness.

The post holder may be asked to undertake other duties relevant to the role which commensurate the grade and level of responsibility of this post, for which the post holder has the necessary experience and/or training.

**Person Specification for The Post of: International Payroll Manager**

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| --- | --- | --- | --- | --- |
| **Attributes** | **Description** | **Essential** | **Desirable** | **Assessment\*** |
| **Qualifications and Training**  | 5 GCSE’s Grade C or above including English and Maths (or equivalent) | ✓ |  | A/C |
| Microsoft office training, including Word, Excel, and PowerPoint. |  | ✓ | A/C |
| **Skills and Abilities**  | Strong written / verbal communication and interpersonal skills. | ✓ |  | A |
| Ability to prioritise tasks and organise own time effectively. | ✓ |  | A&T |
| Excellent attention to detail | ✓ |  | A |
| Proficient in Microsoft Office Suite | ✓ |  | A |
| **Experience** | Experience of working in a customer focussed environment. | ✓ |  | A |
| Experience of the delivery of Service Level Agreements |  | ✓ | A |
| **Knowledge** | Knowledge of Data Protection legislation and practices |  | ✓ | A&T |
| Experience in dealing with invoice software |  | ✓ | A |
| **Behavioural Competencies**  | Highly motivated. | ✓ |  | I |
| A creative and decisive thinker.  | ✓ |  | I |
| Responsible and responsive attitude. | ✓ |  | I |
| Ability to work in a confidential and professional manner | ✓ |  | I |
| Team player | ✓ |  | I |
| **\*Assessment will take place with reference to the following information****A=Application form I=Interview C=Certificate/Documentary Evidence T=Test/Exercise**  |

**JOB ADVERT**

**Role:** International Payroll Manager

**Salary:** £18,500 + Commission and Company Benefits Scheme

**Company:** FMP Global

**Hours of work:** 37.5 per week (Monday – Friday)

**Location:** Chichester, West Sussex

**About Us**

* Founder and CEO of the FMP Global group recognised at ‘The Rewards’ event for services to the payroll, HR, and employee benefits marketplace, received the 2017 ‘Best Leader’ award.
* 150+ employees and expanding quickly
* Employee-focussed culture
* Company Benefits
* Company-paid educational programmes

At FMP Global, we have a mission to become the global HR & Payroll partner of choice for international businesses. To succeed we have committed to support employee development and encourage individual success across the business so our team-members are able to provide world-class service to all customers and ultimately encourage the success of FMP.

**The Role**

We are looking for a motivated, organised individual with a specific interest in client management to fill the position of International Payroll Manager at our Chichester site.

The post holder become the first point of contact for their allocated client base and will be required to build and maintain productive working relationships with their client’s. The post holder will manage and advise clients on all payroll related queries with the support of in-house payroll specialists in addition to being responsible for a number of administrative tasks.

The goal will be to provide excellent customer service and support to all customers of the department.

A full job description and person specification can be found in the following link:

Insert weblink to pdf version of JD & PS

If you are passionate about client relations and highly efficient, this is the perfect opportunity for you!

**How to Apply**

Please email a short video application and a copy of your CV to the following contact details:

Adam Sole- Operations Manager – International Payroll

Adam.Sole@fmpglobal.com