

# Bond International Software

## Job Description – Implementation & Technical Development Executive

### 1. General Information

Job Title	Implementation & Technical Development Executive
Department	Bond Payroll Services
Line Manager	Implementation & Technical Development Manager

### 2. Position Objectives

In two or three sentences write a brief summary of the major duties and responsibilities of this position.

To manage a range of projects of differing levels of complexity for new and existing clients. Responsibilities cover the management of the project from start to finish, including scoping of work to be undertaken, production of project plans, documentation of client-specific processing notes and smooth handover to the relevant internal and external departments using documentation and one to one training. The role will include the on-boarding of clients as well as dealing with bespoke one-off work for existing clients.

### 3. Duties & Responsibilities

Group the job duties / tasks into major areas of responsibility and list together with the percentage of time required.

Major Areas of Responsibility	Percentage of Time Required (Increments of no less than 10%)
<b>Project Management</b> <ul style="list-style-type: none"> <li>• Scoping meetings</li> <li>• Project Planning</li> <li>• Documentation</li> </ul>	30%
<b>Project Delivery</b> <ul style="list-style-type: none"> <li>• Build of work</li> <li>• Testing</li> <li>• Delivery</li> <li>• Training</li> </ul>	60%
<b>Handover</b>	10%

List secondary tasks that are undertaken, these are outside of the main purpose of the role, may be temporary in nature or specific to an individual.

#### Secondary Responsibilities

Supporting the Implementation Manager and other colleagues  
 Creating processing documentation as required  
 Documenting client procedures and front sheets ready for Operations  
 Updating of payroll on-boarding documents  
 Keeping up to date with legislation and how it may affect clients as well as developments in payroll software  
 Fulfilling any objectives and targets set out in annual appraisals  
 Any other duties as may from time to time be reasonably required

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### 4. Key Working Relationships

Detail other roles in the company with which there is regular contact and describe the purpose of this contact. Also consider external contact that the role has on a regular basis.

Job Title/Department	Purpose of Contact
Implementation Manager	<ul style="list-style-type: none"> <li>• First point of contact for Implementation Executive</li> <li>• General support for day to day queries</li> <li>• Escalation of client queries where required.</li> </ul>
Team Leader/Payroll Manager	<ul style="list-style-type: none"> <li>• Handover of project work</li> <li>• Training</li> <li>• Support</li> <li>• Idea/Knowledge support</li> <li>• Escalation of client queries where required.</li> </ul>
Operations Manager	<ul style="list-style-type: none"> <li>• Escalation of queries</li> <li>• General support</li> <li>• Procedures</li> <li>• Work that impacts operations team</li> </ul>
Account Management	<ul style="list-style-type: none"> <li>• When clients require additional services</li> <li>• Handover of new clients</li> <li>• Request meetings/reviews</li> <li>• Issues with the client</li> <li>• General feedback, both good and bad.</li> </ul>
Accounts	<ul style="list-style-type: none"> <li>• Submission of new client invoicing</li> <li>• Charges updated</li> <li>• Charging of project work</li> </ul>
Support Desks	<ul style="list-style-type: none"> <li>• For software support issues.</li> </ul>
Office Administrator	<ul style="list-style-type: none"> <li>• Directing phone calls</li> <li>• Ordering stationery</li> <li>• Distribution of post</li> <li>• Franking of outgoing post and courier collections.</li> </ul>

### 5. Decision Making Authority

(a) List any formal guidelines, policies, procedures etc. that exist to guide the work and which must be complied with in fulfilling the job responsibilities.

As well as all Company policies and procedures, the implementation and technical development executive must comply with the General Procedures Manual for the operations team and with processes already in place within the Implementation team. It is essential that these are complied with.

(b) What issues should be referred to a manager / team leader before taking action?

If the Implementation and Technical Development Executive is unable to resolve any issues or queries they should escalate them to their line manager (Implementation and Technical Development Manager).

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(c) Which of the following statements best describes the decision making authority of this role?

- Follows routine procedures; no independent decision making; performs work under close guidance.
- Some independent decision making; makes recommendations; others take action; performs work under moderately high level of guidance.
- Makes recommendations and gives direction to others; performs work fairly independently or with minimal guidance.
- Independent decision making; takes independent action with little direction or supervision.

#### 6. Job Specification

Summarise the specific knowledge, skills and abilities the job requires.

Factor	Essential	Desirable
Qualifications	5 C grade or above GCSEs including Maths	<ul style="list-style-type: none"> <li>• CIPP Diploma</li> </ul>
Experience	2 years Payroll experience Project experience	<ul style="list-style-type: none"> <li>• Experience of running payrolls</li> <li>• Experience of project management in the payroll industry</li> </ul>
Knowledge	Project delivery Payroll processing	<p>Current legislation, including RTI, Pension Reform</p> <p>Software - Payrite, Teamspirit, Bottomline, Excel, Outlook, Microsoft Project</p>
Communication Skills	Excellent telephone manner, high level of Customer Service skills, Client-facing meeting experience, ability to chair a project meeting	
Personal Attributes	The ability to deal calmly and sympathetically with clients in stressful situations, patience and tact, good team working skills, helpful, trustworthy. To be able to organise and prioritise workload and re-evaluate on a regular basis	

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**7. Special Job Conditions**

Describe any special job conditions that apply to this position. Include amount of travel, substantial overtime, shift work etc.

Frequent travel to locations where needed to carry out training, and project scoping with new and existing clients.

**Job Holder**

Name	
Signature	
Date	

**Line Manager**

Name	
Signature	
Date	