

SMARTER HR AND PAY TO HELP LOCAL AUTHORITIES DELIVER SERVICES WITH CONFIDENCE

Designed to cut complexity, improve visibility, and support services across your organisation.





CONTENTS

Why Zellis?	06
The full platform	08
Smarter HR for local authorities	10
Next-generation Pay for councils	14
Managed HR and Pay Services	16
Solving the challenges that matter most	18
Your implementation journey	20
Book a demo	22

INTRODUCTION

The need for local authorities to deliver more with less resources is well documented. Funding has failed to keep pace with rising citizen demand, increased costs and the ever-growing complexity of service provision, not to mention pressures on staffing.

These challenges, alongside the central government-driven reorganisation of the local and regional government landscape, are driving the sector toward shared service models and greater collaboration. This is resulting in a stronger focus on financial wellbeing, automation and accountability to maintain service quality while managing costs.

Local authorities need streamlined HR and payroll processes to support long-term sustainability. Accurate data, clear visibility of workforce costs and efficient systems have become essential to informed decision making and improved audit readiness. The flexibility to support mergers, shared service provision and new operating models without disruption is also critical.

Recruitment and retention remain major hurdles, driven by persistent skills shortages and competition with private sector employers. Authorities need flexible reward models, effective wellbeing initiatives and systems capable of supporting a mix of full time, part year, agency and casual workers. Staff across local government are under increasing pressure, and they should never have to worry about whether their pay is correct or face unnecessary financial stress caused by delays or errors. Yet, many authorities still rely on large, finance led systems that restrict innovation in HR and payroll.



With more than 60 years of pay expertise and Centres of Excellence in the UK and Ireland, our teams combine award winning technology with trusted delivery. This brings accuracy, resilience and scale, giving leaders confidence that pay will always be right. It also frees central teams to focus on people rather than processes. Combined with next generation HR capabilities, Zellis helps organisations streamline every aspect of people management, from recruitment and onboarding to performance and wellbeing.



From seven scattered systems to one unified payroll, Zellis Payroll integrated our team and data with ease, freeing managers from paperwork with access through MyView. This process has already increased efficiency and brought our payroll teams together. Now, with HCM on the horizon, we're looking to empower our people with the MyView app and its solid functionality.

William Bunn, ESS Manager Systems and Processing
North Yorkshire County Council

WHY ZELLIS?

By combining always-on pay, anomaly detection, and real-time insights, Zellis reduces admin, prevents errors, and frees central teams to focus on people, not processes.

With our AI and real-time insights platform, you get:



PREDICTABLE, ACCURATE PAYROLL

Whether it's full time, part time, complex multi-contracts, agency or casual contracts, Zellis gets pay right first time. No more manual workarounds, no more confusion.



BUILT-IN COMPLIANCE ASSURANCE

Intelligent anomaly detection spots issues before they land, from duplicate payments to National Minimum Wage breaches, helping you act early and stay on track.



SCREENING MADE SIMPLER

Automate employment checks and maintain audit trails to simplify safeguarding, DBS checks, and right-to-work processes with digital record-keeping.



PAYSLIPS THAT EXPLAIN THEMSELVES

Intelligent payslips explain deductions and changes in plain English, easing financial worries and cutting down queries to HR, payroll, and business managers.



BUILT FOR CHANGE

Support shared service models, service redesign and workforce restructure within the one system.



SMARTER HR FOR EVERY TEAM

Centralise onboarding, absence, and contract management across all service areas with HR built for Local Government structures and compliance requirements.



ONE SIMPLE PLACE FOR STAFF

From payslips to policies and HR updates, colleagues can access everything through a secure mobile app. It's easy, familiar, and designed for the realities of working life.



FIT FOR YOUR FUTURE

Our technology is scalable, flexible, AI-enabled, and primed to embrace your future, whatever it looks like.



TIME BACK FOR YOUR TEAMS

By removing repetitive admin, Zellis frees HR and pay specialists to focus on what matters most: supporting effective service delivery and the people on the frontline and behind the scenes.



BOLSTER GOVERNANCE

Strengthen governance with built-in checks, clear audit trails, and real-time insight that reduces risk across every service area.



We've seen a 50% reduction in payroll processing time, reducing the pressure on us as a team. That's a very noticeable benefit.

Yvette Salthouse, Head of Payroll,
London Borough of Harrow



THE FULL PLATFORM

Trusted by 200+ public sector organisations across the UK and Ireland, the Zellis HR and Pay platform brings together five powerful elements shaped to support the complexities of local authorities.



Real-time pay

Payroll runs continuously, with errors flagged instantly. Intelligent payslips give staff clarity and confidence.



HR and people management

Together, HR and Pay form one intelligent platform, keeping your people and processes perfectly in sync. Absence management, onboarding, performance, and contract tracking, all designed for busy HR teams. With built-in workflows for safeguarding, appraisals, and compliance, you'll stay audit-ready without the administrative burden.



Financial wellbeing

Tools like earned wage access and savings pots support colleagues through cost-of-living pressures, building trust and retention across the workforce.



Zellis Intelligence Platform

Our data hub keeps everything connected. It automates repetitive HR processes, highlights risks in real time, and reduces manual checks, so your teams spend less time firefighting and more time adding value.



Confidently compliant

Our AI-enabled solutions and services are designed to help you manage risks.

Security and compliance are built into our technology, so you'll always be up to date with UK and Irish regulations. And with ISO 27001 and Cyber Essentials accreditations in place, we make sure sensitive data is safe and secure.



For me personally and my team, we never want to leave Zellis! We'll always ask, "How can we do this with Zellis?" with every new project we face.

**Hayley Seabrook, HR and Payroll Service Manager,
London Borough of Hillingdon**



SMARTER HR FOR LOCAL AUTHORITIES

Put people, not paperwork, at the heart of your organisation.

Leading HR is about building a culture where every colleague feels supported, valued, and connected. Zellis gives you the tools to make that possible.

Our next-generation HR platform brings together everything your organisation needs to attract, develop, and retain great people, all while keeping compliance and consistency under control.

One system. One source of truth. With Zellis, you gain a single, secure view of every person across your council, no matter how many sites, contracts, or working patterns you manage.

Track absences, manage onboarding, handle complex contracts, and maintain complete audit trails for safeguarding, all in one place.

Empower staff at every level. Make life simpler for everyone with self-service. From payslips and policies to annual leave and performance goals, colleagues can access everything through a mobile-friendly experience that feels personal, intuitive, and joined-up.



AUDIT-READY COMPLIANCE

Every organisation faces growing pressure to prove compliance, safeguard staff, and keep detailed records.

Zellis automates the heavy lifting, flagging issues before they become risks and keeping your audit trail complete and ready for inspection.

We help your compliance data stay accurate, accessible, and aligned across every department with:

- Right-to-work and DBS checks
- Safer recruitment workflows
- Absence and return-to-work tracking
- Automated reporting and governance
- Supports Ofsted/CQC inspection readiness

INSIGHT THAT DRIVES IMPROVEMENT

Turn your people data into meaningful insight.

With real-time dashboards and built-in analytics, Zellis helps leaders see what's really happening across their organisation.

Spot trends, manage workforce costs, and make informed decisions quickly with:

- Live visibility of absence and turnover
- Instant access to HR and pay data
- Central dashboards for team, department and organisation-wide reporting
- Enhance freedom of information (FOI) responsiveness

HELPING LOCAL AUTHORITIES SCALE WITH CONFIDENCE

As your organisation evolves, your HR platform should respond accordingly.

Zellis is built on secure, cloud-based technology that scales seamlessly as your organisation evolves, keeping everything consistent and connected.

It's flexible by design, so that you can add new roles, or processes without starting again.

THE HUMAN SIDE OF HR

By removing the manual admin that slows organisations down, Zellis gives your teams time back to do what matters most, supporting your people.

Smarter HR means stronger teams. Because when your staff feel valued, your teams thrive, and your organisation grows stronger.



Zellis HCM AIR has really improved our processes as we now have a longer payslip preview day for people. Employees can query their payslips before the BACS file is sent so we're cutting out the payday panic that sometimes occurs when people have not had the salary they need.

Sarah Hopper, Payroll and Pensions Manager,
St Helens Metropolitan Borough Council



Our error rate on our payroll is now 0.01%. Every payroll manager who has come to us since has praised that, and we're proud of it.

**Hayley Seabrook,
HR and Payroll Service Manager,
London Borough of Hillingdon**

NEXT-GENERATION PAY FOR LOCAL GOVERNMENT



Payroll precision for every organisation

Accuracy matters. Every payslip, pension, and allowance must be right the first time, not just for compliance, but for the confidence and wellbeing of your staff.

Zellis delivers payroll built for the complexity of local authorities, combining automation, insight, and control in one powerful platform.



Payroll that never stands still

Say goodbye to month-end panic. Zellis keeps payroll running continuously with our real-time calculation engine, so your team can review and resolve issues throughout the month. No more last-minute rushes or manual rework, just predictable, precise, always-on pay.



Spot and fix errors before they happen

Our intelligent anomaly detection and live pay dashboard flag issues the moment they appear, from missing hours to pension variances and duplicate records.

With Zellis, you can act early, prevent costly fixes, and maintain compliance across every department.



Help staff understand their pay

Payslips shouldn't be confusing. Zellis' Intelligent Payslips explain changes and deductions in plain English, improving financial confidence and reducing queries to HR and finance teams. Employees can see overtime, tax updates, and pay differences instantly through self-service on any device.



Designed for complexity

Zellis supports the full spectrum of local government pay scenarios. This includes full-time and part-time and casual contracts, multiple employments, and all Local Government Pension Scheme requirements. Our systems handle complex pay arrangements with ease, from overtime, allowances and enhancements to irregular hours, shift patterns and standby or call out payments.



Support the financial wellbeing of your staff

When staff feel financially secure, retention and engagement rise. Zellis includes a suite of tools to promote employee financial health:

- Earned Wage Access: Early access to earned pay, easing financial stress.
 - Personalised guidance: Tailored financial education and resources.
 - Money management tools: Budgeting, saving, and planning support.
 - Workforce insights: Analytics to identify and support colleagues who may need help.
-



Smarter, faster, future-ready pay

Zellis combines AI, automation, and real-time insights to deliver a payroll experience that's transparent, efficient, and built for the future. It's pay that works as hard as your people do.

MANAGED PAY SERVICES

From frontline services and social care to corporate teams, operations span multiple contracts, patterns and pay arrangements. That means running HR and pay operations across local authorities is complex.

With 60+ years of pay expertise and Centres of Excellence in the UK and Ireland, our trusted pay experts will support you through every step of your journey.

Through our secure customer portal, you'll have:

- **Collaboration** - upload data securely and see it verified instantly.
- **Transparency** - track payroll status and checks in real time.
- **Reporting** - access intelligent reports, view a countdown to payroll close, and sign off with confidence.

With Zellis' Managed HR and Pay Services, you gain time back for your HR and finance teams, reduce operational risk, and help every colleague get paid accurately and on time.



Everyone on the council, especially the senior management team, are excited about what Zellis can deliver for them. To be able to have just the right data on hand, and for that data to be so up to date is going to be a game changer for us.

Allan Craik, HR Officer,
Perth & Kinross Council



SOLVING THE CHALLENGES THAT MATTER MOST

Zellis is designed to take that weight off your shoulders. It helps you see what's happening across service areas, fix issues before they grow, and give your people the clarity and confidence they need.



TACKLING ABSENCE AND EMPLOYEE WELLBEING

Zellis gives you a clear view of absence and wellbeing across every service, automates HR admin, and links directly to payroll so records stay accurate. And with tools like earned wage access and savings pots, you can support staff in a way that really makes a difference.



ATTRACT, RETAIN AND DEVELOP TALENT

From pre-employment screening, including right-to-work, criminal record and credit checks, to personalised learning experiences for continuous development, Zellis offers a suite of AI-enabled modules to unlock the potential of your people.

- Recruitment
 - Performance Management
 - Learning Management
 - Compensation and Career Progression
-



VISIBILITY ACROSS YOUR LOCAL AUTHORITY

With Zellis, real-time dashboards give you a live picture of pay, absence, and compliance across all teams. Your pay team can stay in control of labour costs, HR can align processes quickly, and leaders always have sight of the bigger picture.



INTEGRATION WITH FINANCIAL MANAGEMENT SYSTEMS (FMS)

From the general ledger and accounting to budgeting and forecasting, your FMS already keeps life moving. Zellis plugs in seamlessly, so you no longer have to work in silos and have all data points connected and in one source of truth.



SUPPORTING ESG GOALS

Every Local Authority is measured against Environmental, Social, and Governance (ESG) commitments and must evidence progress in annual reports and public accountability statements. Zellis helps you demonstrate tangible impact across all three areas:

- **Environmental:** Reduce paper usage and carbon impact through digital payslips, automated workflows, and fully paperless HR processes that support council climate action plans and sustainability targets.
 - **Social:** Strengthen fairness, inclusion and staff wellbeing with accurate, transparent pay and tools like earned wage access and savings pots, helping support anti-poverty strategies and broader social value commitments.
 - **Governance:** Maintain strong accountability with real-time workforce data, clear audit trails, automated compliance checks, and integrated reporting that supports scrutiny committees, annual governance statements, and regulatory assurance.
-

YOUR IMPLEMENTATION JOURNEY

Rolling out new HR and Pay systems is more than just digital transformation. It's about giving teams the confidence that everything will work from day one.



WORKING SIDE-BY-SIDE

From HR and Pay to IT and council leaders, you'll see exactly how the system is being shaped and why with no surprises.



BUILDING LASTING CONFIDENCE

Through workshops, training, and playback sessions, your teams gain the knowledge to take ownership quickly.



COUNCIL-READY RESOURCES

We bring templates, guides, and onboarding packs designed with local authorities in mind. They cut duplication and make the setup smoother for busy central service teams.



FLEXIBLE BY DESIGN

Every local authority is different. We adapt the rollout to match your priorities - piloting in one directorate, phasing in groups, or engaging with unions where needed, all the time mitigating risk to service delivery.



With PayNow, people can access funds themselves without going through someone else. It reduced stigma and made the process easier.

William Bunn, ESS Manager Systems and Processing,
North Yorkshire County Council

FAST FACTS

 **4.6 M**

EMPLOYEES PAID MONTHLY

 **30%**

OF LONDON BOROUGHS USE ZELLIS

 **CIRCA 1 M**

PUBLIC SECTOR EMPLOYEES PAID
THROUGH OUR SOLUTIONS

 **TRUSTED BY 200+**

PUBLIC SECTOR CUSTOMERS
ACROSS THE UK AND IRELAND

 **60+ YEARS**

HR AND PAYROLL EXPERTISE

 **£17 BN**

PAID THROUGH ZELLIS MANAGED
SERVICES ANNUALLY

WHAT'S NEXT?

Zellis is flexible, scalable, and easy for every part of a local authority to use. Whether you're responsible for HR or Payroll, experience first-hand how Zellis is helping local authorities reduce admin, cut payroll risk and errors, improve workforce cost visibility and support staff with confidence.

Book a demo today and see how councils like yours are reducing admin, improving payroll resilience, and modernising HR.

BOOK A DEMO

For further information please visit **zellis.com**