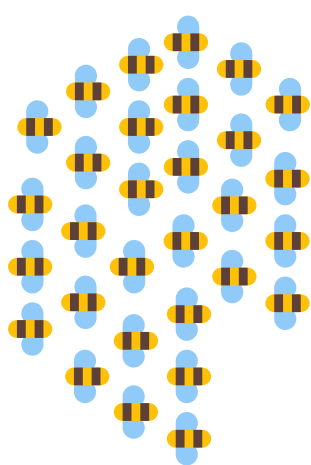


A DAY IN THE LIFE OF THE TC PAYROLL TEAM



11.00 A HIVE OF ACTIVITY

CALLS AND CALCULATIONS

Regular communication with clients is really important so we can deliver an accurate service. You will often find our friendly team on the phone requesting information, answering questions and reminding clients about deadlines - so we can make sure people are paid accurately and on time. Every day is different. We work on a wide variety of tasks from pensions auto-enrolment to paying staff through our BACS Bureau. We are also accredited to the prestigious Chartered Institute of Payroll Professionals Payroll Assurance Scheme.



14.00 POST LUNCH SWARM

THE BUSY BEES HAVE THEIR SWARM

The payroll team meetings are known as swarms. Just like bees, working together as a team is essential for us. As well as keeping tasks on track, our swarms allow us to assist each other with potential road blocks and distribute the workload so that services are delivered to clients on time. We like being organised!



09.00 PROCESSING AND PEERS

STREAMLINED APPROACH

We always start the day trying to Eat The Frog... metaphorically speaking! What we mean is that we try to tackle the most difficult, important task first thing and avoid procrastinating. With a clear plan the team can hit the ground running. Progress on payrolls is tracked in real time, perfect for when we need to meet multiple deadlines. If someone in the team needs help with any aspect of their work, there are always experienced staff from our large team available to advise. No-one works in isolation.



12.00 - BUILDING BLOCKS

DEVELOPING THE DEPARTMENT

As demand for outsourced payroll services grows, so does our team. We want to be the best, so take this time to source talented staff, identify training opportunities and respond to enquires from prospective clients. The key to our success is ensuring staff and clients feel supported, while growing our portfolio. We share changes to legislation through guides, videos and infographics, helping to keep people informed.



16.30 PLANS FOR TOMORROW

KEEP CALM AND CARRY ON BUZZING

As the busy working day comes to a close, the bees finish off their last tasks and reflect on the day's work. It's a time for us to complete our electronic filing and organise and send our client's data securely through our portal.

Need help with your payroll?

Email Elaine Cromwell at ecromwell@thomsoncooper.com to arrange a chat. Businesses of all sizes and stages welcome.