

DATACOM

Attracting, Developing & Retaining Payroll People

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Payroll is in our DNA

- Two accountants started Datacom in 1965 to provide outsourced computing services for customers
- 1980s started payroll processing services
- Computers became smaller and portable
- Internet enabled us to scale



Evolution of Payroll

- We now help more than 1,000 businesses pay more than 25,000 people
- 36 in our EasiPay team 130,000 pay packets per month another 80 people supporting payroll implementation and development
- Complex compliance
- Multi-Geo
- Self Service
- Cloud based
- Self service
- Any time
- Integration with HR systems, time & Attendance, Onboarding



Future of Work

Not only has Payroll evolved but people's expectations of working life has also evolved

People expect:

- Work with purpose
- Alignment of values/resonance with mission
- Psychological safety/high engagement
- Flexibility & remote working
- Personal & Professional Growth
- To be part of decision making, to be heard

Workforce will continue to shift to more global workforce with different requirements from a workplace



The Big Questions

- Who do you **Want**?
- What do you **Provide**?
- How do you keep people **Engaged & Flourishing**?

Who do you want?

Revitalise your approach

- Shake up your recruitment advertising
- Review your interview participants and your questions
- Be clear and specific with your team about what attributes you want to see and how you'll surface that in an interview
- Consider graduates with great communication skills/customer experience
- Relax, make it fun and let people be themselves



What do you provide?

Induction & Training Plan

- 3 Week intense induction
- Buddy system - shadowing, silly question pal
- Check ins – lots of them
- Chat forums
- Review purpose of regular Team meetings



What do you Provide?

Clear Development Horizons

- 6 & 12 month horizons with reviews
- NZPPA training within first 6 months
- NZPPA cert after 12 months (level 5 for Team Leads)
- Percipio
- Career levels ability to move



Engaged & Flourishing

Two-Way feedback

- Two-way Feedback is at the heart of our employee experience strategy
- Less broadcasting and more information seeking
- Regular polls during Town Halls
- Seeking feedback for new initiatives and volunteering
- Regular open survey tool Joyous



Engaged & Flourishing

Aspire

- Datacom has reinvented our annual review process to be about regular and rewarding conversations
- We provide learning modules around coaching conversations, emotional intelligence, goal setting & building trust
- Development is an ongoing, two-way conversation



YOUR CONTRIBUTION

What you do

- The work you do each day
- The expectations in your role
- What and how your role contributes to team and Datacom priorities
- The key achievements in that year



YOUR BEHAVIOUR

How you do it

- How you approach your role to have the greatest impact on your success at work (your personal behaviour)
- How you bring to life the values and expected behaviours of both yourself and people of Datacom i.e. communication, collaboration, managing and leading your team, coaching and supporting your people, plus courageous conversations.



YOUR DEVELOPMENT

How you grow

- Identify the experiences that provide the best learning for the year
- The opportunities that support your growth and development both personally and professionally

Engaged & Flourishing

Flexibility & Remote Working



Engaged & Flourishing

Bringing People Back Together

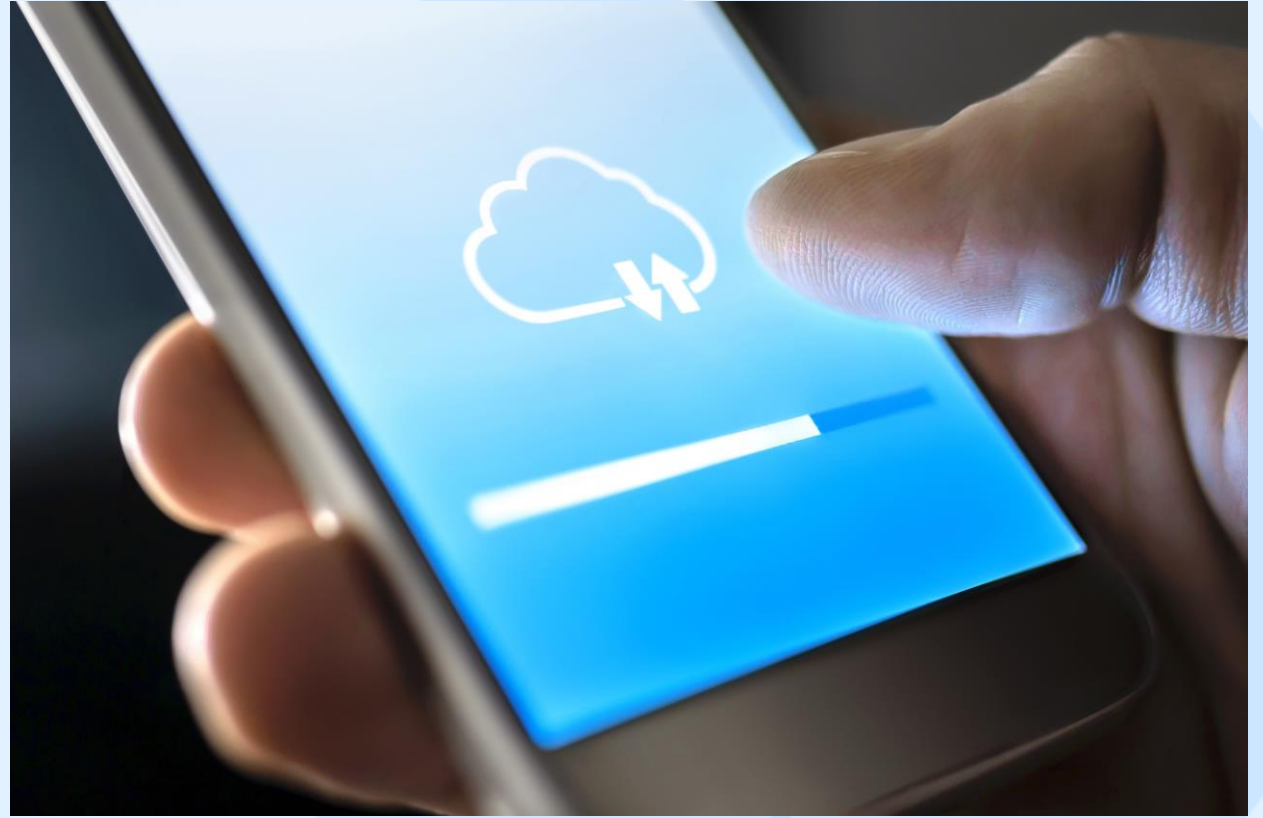
1. People want to have **reasons to collaborate**
2. People want meaningful **opportunities to connect**
3. People expect the **environment and equipment to be ready** to plug into and out of

Datacom's Flex programme

Menu of options



We've come a long way...



DATAACOM