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# ADP lightens the legislative load for Totaljobs



# About Totaljobs

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Totaljobs is an online jobs board which matches candidates with relevant jobs using CV data. As well as its London HQ, the company has a number of regional offices for the sales team, made up of over 400 employees. For the last seven

years, Totaljobs has been recognised as one of the UK's top 50 Best Workplaces, in the Medium Category, by Great Places to Work.

## Building an existing relationship

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Totaljobs started working with ADP when it was acquired by StepStone, the European online jobs marketplace, in 2012. StepStone already had a long-standing relationship with ADP and was keen to continue the partnership due to its positive experiences with the service so far. As a result

of the takeover the ADP payroll had to be migrated from RBI to Totaljobs, and the expertise of the ADP team helped the seamless transition.

"Totaljobs has recently started to use the P11d service provided by ADP," explains Totaljobs Payroll Controller, Alister Baldwin. "ADP provides a guide that details all the steps required to process P11d information. The final P11d's are sent to us by secure email but are also sent by EDI to HMRC at the same time, saving a significant amount of time."

With Alister the only Payroll Controller within the business, Totaljobs often lacked the specialist expertise needed in legislative and regularity matters. This included particular concerns relating to auto-enrolment, with the company's staging date on the horizon.

Totaljobs meanwhile had been impressed by the user-friendly solution provided by ADP, finding it easy to administer and navigate. It also valued ADP's strong brand name and reputation, as well as the regular innovations and updates in the product and service.



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# Feeling the benefit

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Totaljobs has seen its day-to-day payroll revolutionised through working with ADP, as Alister explains:

“ADP’s payroll service has had huge impact on my day-to-day role, not least in processing. ADP’s payroll service has the functionality to automatically send the P11Ds straight to HMRC, recording each one on the system as it does so. It is this level of service which you expect from a best-in-class solutions provider, and ADP has proved itself to be just that.”

Totaljobs’ commission based pay structure has also been streamlined through ADP’s pay data entry grids, designed to hold temporary data. This allows Alister to import employee information straight into the grid, reducing both administration and the possibility of errors.

Year-end processing is another area that has been simplified, through providing user guides to support the in-house team.

“Being easy to follow and understand, whilst offering very comprehensive and detailed advice, the guides are an added benefit,” says Alister. “As the advice is provided in a downloadable format, I can refer back to them whenever I need to.”

Errors have also been reduced across the board through choosing ADP’s payroll solution, with significantly fewer manual processes.

“ADP’s payroll service gives me the ability to import information, such as details about new starters, directly into the system,” says Alister. “Additionally the solution has enabled me to manage our annual pay rises seamlessly, as I can now process these en masse.”

The reporting functionality is another key benefit for Totaljobs, as Alister explains:

“ADP provides a large selection of standard reports that Totaljobs use as part of the monthly processing procedures. Although these are uniform, removing the need for formatting, we can adapt the reports to our own needs and to what Totaljobs requires.

“What’s more, ADP offers training schemes on the reports available to help you get up to speed quickly, something which is really appreciated when getting to grips with the solutions,” he adds.

Alister Baldwin,  
Payroll Controller



# Valuable support

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As the single payroll professional in the business, Alister has also found the additional support he was looking for through the relationship with ADP:

“Implementing ADP’s payroll service has given me an important support system which is exactly what I look for

in a provider. Working alone on the payroll can mean that there is no one to ask questions or seek advice. ADP has a very professional helpdesk, which resolves any issues quickly and efficiently. It has become an extension of the in-house payroll function.

# Enabling auto-enrolment

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ADP’s support extended to the introduction of auto-enrolment in 2013, which was a big step and significant transition for Totaljobs. With numerous elements involved, including workforce assessment, enrolment, communication, employee decision capture, and reporting to the pension provider, there was a lot for Totaljobs to manage with a small team.

Alister attended an ADP client day, with a talk on auto-enrolment by the Pension Regulator, followed by a product update and demonstration. Following this initial introduction, he worked with ADP to set up the auto enrolment functionality so it was ready to go three months before their actual staging date.

As the date approached, Totaljobs and ADP continued assessing the workforce to reflect any starters and leavers; automatically enrolling eligible employees in their

first month. Since then, they have assessed and automatically enrolled eligible employees that wish to join on a monthly basis.

“Our auto-enrolment staging date was a big concern for us last year,” comments Alister. “But with ADP’s guidance we have navigated the transition smoothly. The ADP team was very helpful throughout the process, understanding when our milestones were and how our business would be directly affected.

“ADP made sure that we held regular calls with the consultants to pass on practical and helpful advice which enabled us to ensure that we remained compliant. And, what’s even better is that the assistance hasn’t stopped there, we have continued to work closely throughout the legislation changes and have been extremely happy with the service provided.”



# Looking to the future

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With more change on the horizon, Totaljobs is looking to further develop its relationship with ADP in the future, as Alister outlines:

“I have been really impressed with the level of service that we have received from ADP over the last few years and how they have navigated us through the tricky territory of recent legislation changes.

“With StepStone, our parent company, having recently acquired another UK firm, we have recently migrated the payroll of this new business over to ADP. ADP helped every step of the way and the transition went very smoothly.”

Totaljobs is also currently trialling ADP’s mobile application, to help manage an increasingly flexible and mobile workforce. This research will continue for a few months with a view to rolling out the capabilities across the entire company.



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