

SMARTER HR AND PAY FOR HOUSING ORGANISATIONS

Designed to cut complexity, improve visibility
and support success across your business.





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INTRODUCTION

Housing associations are under growing pressure to balance social purpose with financial performance. Operating as not-for-profit organisations with charitable roots, many now run at significant scale, delivering housing, care and neighbourhood services across multiple regions.

Growth through merger or acquisition is common, bringing inherited processes, multiple payrolls, different pension arrangements and inconsistent ways of working. Alongside frontline colleagues, many organisations support complex workforces including trades teams, customer services, corporate roles and even care staff, often employed on varied contracts and working patterns, with overtime and 24-hour working commonplace.

At the same time, boards and executive teams must demonstrate value for money, strong governance and fair pay. Expectations around workforce reporting continue to rise, including gender pay gap reporting today and increasing scrutiny around diversity, equality and inclusion.

Legacy, finance-led systems and manual HR/payroll processes can make it difficult to maintain visibility over workforce costs, manage risk or give employees timely, accurate information.

With over 60 years of payroll expertise and deep experience supporting complex, regulated organisations, Zellis helps housing associations deliver with confidence. By bringing HR, pay and workforce data together in one intelligent, cloud-based platform, we give leadership teams the clarity they need to protect margins, support their people and focus on delivering for residents.



WHY ZELLIS?

Housing associations need solutions that reflect how they really operate, that are flexible enough to support growth and change, but robust enough to cope with complexity and intelligent enough to provide meaningful, real-time insight across the organisation.

Zellis combines deep payroll expertise with next-generation HR technology to help housing organisations reduce administration, prevent errors and maintain confidence that pay will always be right. That confidence matters. Not just for payroll and HR teams, but for leaders who know workforce issues quickly become reputational, financial and regulatory risks.

Rather than relying on rigid, finance-led systems, outdated spreadsheets or disconnected tools, Zellis brings HR, pay and workforce data together in one intelligent platform. This creates consistency across business units, improves data quality and gives decision-makers clear sight of what's really happening across their workforce.



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

→ **PAYROLL WITHOUT THE PANIC**

From full-time and part-time roles to care staff, trades teams and contractors, Zellis supports complex pay arrangements with confidence. Continuous calculation removes month-end pressure and reduces the need for manual workarounds.

→ **CONFIDENCE BUILT IN**

Intelligent anomaly detection highlights issues early, from duplicate payments and missing data to National Minimum Wage risks and pension variances. That means problems can be addressed before they affect employees or require last-minute fixes.

→ **SAFEGUARDING MADE SIMPLER**

Automated right-to-work checks, safeguarding workflows and audit trails help housing associations meet governance expectations while keeping records consistent and accessible.

→ **PAYSLIPS THAT EXPLAIN THEMSELVES**

Clear, intelligible payslips explain changes and deductions in plain English. This reduces confusion, cuts down on payroll queries and supports employee financial wellbeing.

→ **TIME BACK FOR BUSY TEAMS**

By removing repetitive administration, Zellis frees HR and payroll specialists to focus on higher-value work, supporting managers, improving processes and strengthening the employee experience.

→ **SMARTER HR FOR EVERY TEAM**

Centralise onboarding, absence and contract management across all services and entities, with HR designed for complex, multi-entity organisations.

→ **ONE SIMPLE PLACE FOR STAFF**

From payslips and policies to leave requests and updates, colleagues can access everything through a secure, mobile-friendly app that works around varied working patterns.

→ **A PLATFORM THAT'S FIT FOR YOUR FUTURE**

Scalable, cloud-based and AI-enabled, Zellis is built to grow and adapt as housing organisations evolve, whether through acquisition, restructuring or service expansion.

THE FULL PLATFORM

The Zellis HR and Pay platform brings together four powerful elements, shaped to support the realities of housing associations.



Real-time pay

Payroll runs continuously, with issues flagged as they arise. Intelligent payslips provide clarity and reassurance for employees.



Financial wellbeing

Tools such as earned wage access and savings features help colleagues manage cost-of-living pressures, supporting trust, retention and engagement.



Zellis Intelligence Platform

Our data hub keeps HR and pay seamlessly connected. Automated workflows reduce manual effort, while real-time insight highlights risks and trends across the organisation.



HR and people management

HR and pay work together in one secure platform. Absence management, onboarding, contract changes and audit trails are all managed in one place, keeping data accurate and aligned.



Confidently compliant

Security and compliance are built in, with ISO 27001 and Cyber Essentials accreditation ensuring sensitive data remains protected.





Rather than have discrepancies between paper, manager and system, there is one source of information with Zellis.

**Ian Hodson, Director of People and Culture,
Housing 21**



SMARTER HR FOR HOUSING ASSOCIATIONS

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

Great housing services depend on engaged, well-supported colleagues. Zellis gives HR teams the tools to create consistent, joined-up experiences across every service and business unit.

A single source of truth gives you a complete view of your workforce, no matter how many locations, contracts or working patterns you manage. Track absence, manage onboarding, handle complex change processes and maintain clear audit trails with confidence.

EMPOWER STAFF AT EVERY LEVEL

Self-service tools make life simpler for managers and employees alike, reducing delays while improving accuracy and transparency.

COMPLIANCE MADE EFFORTLESS

Housing associations face increasing pressure to evidence good governance and safeguarding. Zellis automates the heavy lifting, helping you stay compliant without adding administrative burden.



We support accurate, accessible compliance data across the organisation, including:

- Right-to-work and safeguarding checks
- Safer recruitment workflows
- Absence and return-to-work tracking
- Automated reporting and governance

INSIGHT THAT DRIVES IMPROVEMENT

Real-time dashboards and analytics give leaders clear visibility of workforce data. Spot trends, manage costs and make informed decisions quickly and confidently.

- Live visibility of absence and turnover
- Instant access to HR and pay data
- Organisation-wide reporting across services and business units

NEXT-GENERATION PAY FOR HOUSING ASSOCIATIONS

Payroll precision for complex organisations.

Accuracy matters. Pay underpins employee trust, wellbeing and compliance, while providing leaders with confidence and financial control.

Zellis delivers payroll designed for complexity. Continuous calculation removes month-end pressure, while intelligent dashboards highlight issues early.





Payroll that never stands still

Always-on calculation allows issues to be reviewed and resolved throughout the month, not at the last minute.



Spot and fix errors early

Anomaly detection and live dashboards flag missing data, duplicate payments and pension discrepancies as soon as they arise.



Help employees understand their pay

Clear, accessible payslips reduce confusion and cut queries to HR and finance teams.



Designed for complex workforces

From multiple payrolls and pension schemes to varied contracts and working patterns, Zellis handles complexity without compromise.



Support financial wellbeing

Zellis includes tools to promote employee financial health, helping improve engagement and retention:

- 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.
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MANAGED HR AND PAY SERVICES

Running HR and payroll across a housing association can place significant strain on small, highly stretched teams. Multiple payrolls, pension schemes, contract types and legacy processes all increase operational risk, particularly when internal capacity is limited.

Zellis Managed HR and Pay Services are designed to remove that burden. With over 60 years of payroll expertise and dedicated Centres of Excellence in the UK and Ireland, our specialists work as an extension of your team, providing reassurance, resilience and consistency.

Rather than simply taking tasks off your hands, we provide confidence that critical processes are being managed by people who understand complexity, compliance and the consequences of getting it wrong.



Our managed services support housing organisations to:

- Reduce operational risk and dependency on individual roles
- Maintain accuracy and compliance during periods of change
- Free internal capacity for strategic, people-focused work
- Provide assurance to senior leaders and boards

Through our secure customer portal, you gain clear visibility at every stage of the payroll cycle:

- **Collaboration** – upload data securely and see checks and validation in progress.
- **Transparency** – track payroll status in real time, with clear checkpoints and controls.
- **Reporting** – access intelligent reports, understand readiness and sign off with confidence.

For housing associations where payroll failure is not an option, Zellis managed services provide stability, continuity and peace of mind. Every colleague is paid accurately, on time, every time, without placing additional pressure on already stretched teams.

SOLVING THE CHALLENGES THAT MATTER MOST

Housing organisations are under pressure to do more with limited resources.



TACKLING ABSENCE AND EMPLOYEE WELLBEING

Gain a clear view of absence trends, keep records accurate and link HR activity directly to payroll, while supporting colleagues with meaningful wellbeing tools.



ATTRACTING, RETAINING AND DEVELOPING TALENT

From safe recruitment and compliance through to performance, learning and career development, Zellis supports the full employee lifecycle.



VISIBILITY ACROSS YOUR HOUSING ORGANISATION

Real-time dashboards provide a consolidated view of pay, absence and compliance across all services and business units.



INTEGRATION WITH FINANCIAL SYSTEMS

Zellis integrates seamlessly with finance and accounting systems, supporting budgeting, forecasting and a single source of workforce truth.



SUPPORTING ESG GOALS

Zellis helps housing associations deliver against Environmental, Social and Governance commitments:

- **Environmental:** Paperless workflows and digital payslips reduce waste.
 - **Social:** Fair, transparent pay and wellbeing tools support employees.
 - **Governance:** Real-time data and reporting support strong oversight.
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YOUR IMPLEMENTATION JOURNEY

Rolling out new HR and pay systems is not just a technology change. It's a confidence exercise.

Housing organisations are complex by nature, and implementation rarely follows a straight line. That's why Zellis focuses on transparency, collaboration and reassurance from the very start.

Our approach is designed to give your teams clear visibility of what's happening, why decisions are being made and how the system is being shaped around your organisation.



WORKING SIDE-BY-SIDE

From HR and payroll to IT and senior leadership, we involve the right people at the right time. There are no surprises and no assumptions about how you operate.



BUILDING LASTING CONFIDENCE

Through workshops, training and playback sessions, we focus on knowledge transfer. Your teams understand not just how the system works, but how to get the most from it long after go-live.



PROVEN, PRACTICAL RESOURCES

We bring templates, guidance and accelerators developed through decades of experience supporting complex organisations. These reduce duplication, support consistency and help teams move forward with confidence.



FLEXIBLE BY DESIGN

Every housing association is different. At Zellis, we adapt delivery to match your priorities, whether that means a phased rollout, piloting within specific services, or aligning implementation with wider organisational change.

The result is a controlled, well-understood transition that builds confidence, reduces risk and sets your organisation up for long-term success.

FAST FACTS

 **86%**

SAY IT HELPED CUT COSTS

 **91%**

SAY OUR SOLUTIONS IMPROVED PAYROLL
ACCURACY AND EFFICIENCY

 **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?

See how Zellis supports housing associations to reduce complexity, improve confidence and put people first.

Book a demo today and discover what smarter HR and pay could look like for your organisation.

BOOK A DEMO

UNLIMIT
WHAT'S
NEXT 