POSITION DESCRIPTION

Payroll Implementation Consultant

ReadyTech (ASX:RDY) exists to help communities thrive, and ReadyTechers flourish on making that change happen.

They enjoy taking on challenges that matter to our customers, communities, and the world – and working to solve them with incredible technology that helps navigate complexity, while also delivering meaningful outcomes.

ReadyTechers are enterprising, and hungry to make a difference. But, more than ever, ReadyTechers are *ready for anything.*

POSITION DESCRIPTION

Title	Payroll Implementation Consultant	Location	Sydney, NSW or TAS or Melb, VIC
Report to	Consulting Manager	Direct report(s)	NA

The purpose of this role

A Payroll Implementation Consultant is responsible for ensuring smooth client transitions to RDY's payroll systems, enhancing efficiency and accuracy, maintaining compliance, and providing exceptional client support. The key benefits of this role include improved operational efficiency, minimised risk, increased client satisfaction, and enhanced organisational reputation. This role is strategically important for gaining a competitive advantage, supporting business growth, and fostering customer retention.

The key accountabilities of the role

System Implementation: Supporting clients with the implementation of payroll systems, ensuring smooth and accurate transitions.

Data Management: Assisting clients in planning, preparing, and cleansing payroll data prior to migration between systems.

Project Management: Working with project managers to review processes and ensure the best customer experience.

System Upgrades: Supporting system upgrades and new functionality rollouts.

Customer Support: Providing expertise in payroll configuration and offering customer support for both internal and external requirements.

Training: Offering technical and end-user training to clients.

Compliance: Ensuring compliance with relevant state legislative regulations and standards.

Reporting: Undertaking payroll reporting for clients.

Problem Resolution: Investigating and resolving issues related to payroll processing and data transmission.

Relationship Management: Building and maintaining strong relationships with clients and stakeholders.

The key responsibilities of the role

- **Requirements Analysis**: Collaborating with clients to understand their payroll needs and ensuring the solution fits those requirements.

- **System Configuration**: Setting up and configuring the payroll system according to client specifications.

- **Data Migration**: Leading the migration of payroll data from legacy systems to new platforms, ensuring accuracy and integrity.

- **Testing and Validation**: Conducting thorough testing of the payroll system to ensure functionality and accuracy. Resolving any issues that arise during this process.

- **User Training**: Training client staff on how to use the new payroll system, including conducting workshops and creating training materials.

- **Documentation**: Preparing and maintaining detailed documentation of the payroll system setup, configurations, and processes.

- **Project Coordination**: Coordinating with internal and external stakeholders to ensure project timelines and deliverables are met.

- **Compliance Management**: Ensuring the payroll system and processes comply with relevant legal and regulatory requirements.

- **Support and Troubleshooting**: Providing ongoing support and troubleshooting for client's post-implementation to ensure smooth operation of the payroll system.

- **Continuous Improvement**: Identifying opportunities for improving payroll processes and systems, providing recommendations for enhancements.

The ideal candidate will have these:

1. Skills	- Deep knowledge of various payroll software systems. - Strong skills in data migration, cleansing, and validation. - Ability to configure payroll systems to meet client-specific requirements. - Competence in identifying and solving technical issues quickly and efficiently. - Accuracy in handling payroll data and ensuring compliance with regulations. - Strong analytical skills to diagnose and resolve issues. - Ability to manage projects, work with Project Managers and meet deadlines effectively. - Excellent verbal and written communication skills to interact with clients and stakeholders. - Ability to effectively train and support clients in using payroll systems. - Skills to build and maintain strong client relationships. - Flexibility to adapt to changing project requirements and client needs. - Strong commitment to delivering exceptional client service. - Ability to work collaboratively with colleagues and stakeholders. - In-depth understanding of payroll regulations and compliance requirements. - Familiarity with industry best practices and trends.
2. Knowledge	- Deep familiarity with various payroll software platforms. Knowledge of implementing Microsoft Dynamics Business Central – Payfocus will be advantageous. - Knowledge of Awards and configuring Award Interpretation rules. - Comprehensive understanding of payroll cycles and processing methods. - Knowledge of payroll calculations, including tax withholdings, deductions, and benefits. - Proficiency in data migration, cleansing, and validation techniques.

	• Experience with data integration between payroll and other systems, such as HR and finance applications. • Understanding of local, state, and federal payroll regulations. • Ability to provide effective customer support and training. • Ability to interact with clients and provide issue resolution. • Proficiency in Microsoft Excel and other data analysis tools. • Basic understanding of SQL and database management can be advantageous. • Specific knowledge in the configuration, processing and troubleshooting of Microsoft Dynamics Business Central – PayFocus can be advantageous. • Knowledge of HR practices and their impact on payroll processes. • Understanding of employee benefits administration and reporting.
3. Experience	• Minimum 3-4 Years of experience in implementing payroll systems for clients, including configuring Awards, Pay Rules and systems to meet specific client requirements. • Experience with payroll software platforms, especially Microsoft Dynamics Business Central - PayFocus, is a significant advantage. • Hands-on experience with data migration processes, including extracting, transforming, and loading (ETL) payroll data from legacy systems to new platforms. • Experience in data validation and ensuring data integrity during migration. • Experience in implementing payroll implementation projects from initiation to completion. • Experience conducting training sessions for clients on payroll system usage, including creating training materials and user guides. • Providing post-implementation support and troubleshooting for clients, ensuring smooth operation of the payroll system. • Knowledge of and experience with ensuring payroll systems comply with relevant laws and regulations. • Experience with auditing payroll processes to ensure compliance. • Strong technical background in payroll software and related tools. • Experience with data analysis, reporting, and using tools such as Microsoft Excel and SQL. • Familiarity with human resources practices and their impact on payroll processes. • Experience with employee benefits administration and payroll reporting. • Demonstrated ability to diagnose and resolve payroll-related issues efficiently. • Experience in identifying opportunities for process improvement and implementing solutions.