

POSITION DESCRIPTION

Senior Payroll 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	Senior Payroll Consultant	Location	Australia
Report to	Payroll Leader	Direct report(s)	None

The purpose of this role

The Senior Payroll Consultant – Managed Services is responsible for delivering proactive, high-quality payroll management services to a portfolio of clients across a range of industries and payroll complexities, in line with defined service level agreements (SLAs).

Acting as a trusted partner to customers, the role ensures payrolls are processed accurately, compliantly, and on time, while consistently delivering an exceptional customer experience.

As a subject matter expert (SME) in payroll processing and related functions, the Senior Payroll Consultant provides guidance, support, and practical solutions to both internal teams and external stakeholders.

As a key ambassador for the Managed Services offering, this role plays a critical part in delivering a consistent, compliant, and efficient payroll experience for clients, while also contributing to continuous improvement initiatives, process optimisation, and team knowledge-sharing activities.

From time to time, the Senior Payroll Consultant may also be required to act in a leadership capacity, providing support, guidance, and operational oversight to team members, while assisting in driving team performance and service outcomes.

The key accountabilities of the role

- Ensure payrolls are processed in line with relevant legislation, accurately and on time
- Pay the right people the right amount at the right time.
- Understanding each customers individual payroll requirements and execute against these
- Customer Satisfaction (CSAT)
- Keep up to date with Payroll and related industry knowledge
- Maintaining customer records on internal systems

The key responsibilities of the role

1. Payroll Operations & Compliance

- Manage end-to-end payroll processing for assigned clients, ensuring services are delivered accurately, on time, and in compliance with all relevant legislation (e.g. PAYG, Superannuation, Payroll Tax, Fair Work).



- Complete all reconciliation and post-payroll activities including end-of-month (EOM) and general ledger processes.
- Review and validate payroll inputs, outputs, and calculations to ensure accuracy and alignment with contractual obligations.
- Interpret and apply relevant Awards, EBAs, and Industrial Agreements as they relate to client payroll requirements.
- Maintain high standards of data accuracy and integrity, ensuring compliance with ReadyTech's ISO27001 Information Security framework.

2. Client Management & Service Delivery

- Manage a portfolio of clients in accordance with agreed service level agreements (SLAs) and ReadyTech's quality standards.
- Act as the primary point of contact for day-to-day payroll matters, building trusted relationships and proactively identifying service improvement opportunities.
- Support resolution of client escalations and complaints, including responding to Net Promoter Score (NPS) feedback.
- Participate in regular client meetings to review service delivery, identify risk of churn, and reinforce the value of managed payroll services.
- Ensure clients are accurately billed for services provided, in accordance with signed agreements.
- Manage customer expectations and communicate effectively regarding deadlines, risks, and required actions

3. Stakeholder Engagement & Communication

- Act as a payroll subject matter expert (SME) for clients and internal stakeholders, providing accurate and timely advice on system functionality, legislative changes, and payroll processes.
- Keep clients informed of updates affecting their payroll environment, including legislative changes, product enhancements, and system fixes.
- Promote a shared accountability approach by ensuring clients understand their responsibilities in providing timely, complete, and unambiguous data.
- Collaborate effectively with cross-functional teams including Customer Success, Product, Implementation, and Support to drive seamless service delivery.

4. Continuous Improvement, Innovation & Operation Excellence

- Support and contribute to continuous improvement initiatives, including automation, AI-assisted workflows, and service optimisation, while identifying opportunities to enhance systems, processes, customer experience, and internal efficiency.



- Maintain and improve payroll documentation, including case notes, procedures, checklists, timetables, and schedules.
- Participate in User Acceptance Testing (UAT) for product features, fixes, or enhancements as requested.
- Share knowledge and contribute to internal forums that support consistency and best practice across the Managed Services function.
- Contribute to the development and maintenance of SOPs, knowledge articles, and training documentation.
- Support quality assurance activities and peer reviews.
- Assist with onboarding new customers and payroll transitions where required.
- Attend product updates, training sessions, and roadmap webinars to remain up to date with system enhancements, new functionality, and features, and apply this knowledge to support best-practice payroll processing and customer outcomes.

6. Leadership, Team Support & Development

- Support the Team Leader, providing backup oversight of team operations including workflow, coordination and client portfolios as needed.
- Mentor and support team members, sharing technical expertise and assisting with complex payroll queries or escalations.
- Act as an escalation point for complex payroll matters.
- Contribute to the onboarding and development of new team members.
- Take ownership of personal learning and development, actively participating in training and applying new skills to enhance individual and team performance.
- Demonstrate and model ReadyTech's company values in all interactions.

The ideal candidate will have these:

1. Skills

- **Technical Expertise**
 - Extensive experience in high-volume, end-to-end payroll processing.
 - Sound knowledge of Australian payroll legislation, including interpretation of EBAs, Awards, and multi-state payroll obligations.
 - Intermediate to advanced proficiency in Microsoft Excel (e.g., formulas, pivot tables, data reconciliation).
- **Analytical & Problem Solving**



- Strong analytical and critical thinking skills, with the ability to identify discrepancies and resolve complex payroll issues.
- Proven ability to develop and implement effective solutions under pressure.
- High attention to detail with a commitment to accuracy and compliance.

- **Time Management & Accountability**

- Exceptional time management and prioritisation skills, with the ability to manage multiple tasks to meet deadlines and SLAs.
- Demonstrated accountability for personal work and the outcomes of advice or guidance provided to others.
- A proactive, self-starter mindset with the ability to work independently and take ownership of tasks.

- **Communication & Relationship Building**

- Excellent verbal and written communication skills, with the ability to convey technical information clearly and professionally.
- Strong interpersonal and relationship-building skills with a customer-first approach.
- Demonstrated ability to maintain diplomacy and confidentiality when handling sensitive data and client information.

- **Teamwork & Leadership**

- A positive, collaborative attitude and willingness to contribute to a team environment.
- Ability to coach, mentor, and guide colleagues, contributing to a high-performing team culture.
- Adaptability and openness to change in a dynamic, fast-paced environment.

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2. Knowledge

- **Comprehensive understanding of payroll compliance requirements**, including Fair Work legislation, Superannuation, PAYG, Payroll Tax, and other statutory obligations.
- **Strong technical payroll knowledge**, with demonstrated capability in end-to-end processing, reconciliations, and post-payroll activities.
- **Sound knowledge of modern awards and enterprise agreements (EBAs)**, including the ability to interpret and apply provisions accurately across different client scenarios.
- **Proficiency in payroll systems**, with a solid understanding of system functionality, processing workflows, and data integrity requirements.

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3. Experience & Qualifications

- **3–5 years'** experience in end-to-end payroll processing, ideally within a high-volume, multi-client environment.
- Proven ability to **manage multiple payrolls** across various pay frequencies (e.g. weekly, fortnightly, monthly).
- Demonstrated experience in portfolio ownership, including responsibility for **client relationships, service delivery, and SLA compliance**.



- **Exposure to diverse data collection** and input methods for payroll processing (e.g. timesheets, imports, manual entry).
- Experience working in a **high-performing, collaborative team** environment.
- Familiarity with a range of industries and business types, including payrolls of **varying sizes and complexity**.
- Skilled in identifying, responding to, and **resolving client queries** or service requests.
- Experience delivering services in a customer-focused environment, **engaging with stakeholders at all organisational levels**.
- High level of **computer literacy**, including the ability to navigate multiple systems, platforms, and tools with ease.

4. Capabilities

- **Customer** - Provide exceptional proactive customer service and put the customer at the heart of everything I do.
- **Strategic** - Make informed decisions, maximise your performance, and understand how my role contributes to Workforce Solutions strategic direction
- **Collaboration** Build and leverage my work relationships, promote teamwork and collaboration, and work towards our shared culture and goals.
- **Agility** - Adapt and learn, as well as remain resilient, to manage an increasingly complex and ambiguous environment. Throughout, I adapt my approaches, maintain emotional control and display a willingness to learn
- **Leadership** - role model our values, challenge decisions constructively, champion change and support others navigating change.
- **Deliver Results** - Set and achieve high personal standards, be accountable, and follow through commitments.