

POSITION DESCRIPTION

Payroll Operations Support

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 Operations Support	Location	Australia
Report to	Senior Operations Support	Direct report(s)	None

The purpose of this role

The Payroll Operations Support Officer is responsible for providing operational and administrative support to the Managed Services team, assisting with the delivery of payroll-related activities including Pay Day Super fulfilment, Payroll Tax processing, PAYG administration, reconciliations, and compliance obligations.

The role supports Payroll Consultants by undertaking routine and high-volume payroll administration tasks, helping to ensure payroll services are delivered accurately, efficiently, and in accordance with legislative requirements. The position plays a critical role during EOFY and other peak processing periods, contributing to the successful delivery of customer and business outcomes.

The key accountabilities of the role

- Ensure all payroll related & superannuation fulfilment activities are completed in accordance with relevant legislation, this includes superannuation, taxation, payroll tax, and other regulatory obligations.
- Investigate and resolve ad hoc customer and stakeholder requests, coordinating follow-up activities to ensure outstanding actions, information requirements, and compliance obligations are completed accurately, efficiently, and within agreed timeframes.
- Administration and reconciliation of Payroll Tax including lodgment and payment. Liaising with relevant Office of State Revenue (OSR).
- Maintain compliance with applicable laws, regulations, and internal company policies across all fulfilment processes.
- Investigate and resolve payment discrepancies, and File validation errors ensuring accuracy and timely correction of issues.
- Liaise with financial institutions, clearing houses, and regulatory bodies to support fulfilment processing and compliance outcomes.

The key responsibilities of the role



- Support payroll operations teams with activities relating to Payday Super implementation and ongoing processing requirements
- Assist with the review and validation of payroll and superannuation data.
- Investigation & resolution of adhoc requests from clients/stakeholders
- Coordinate and manage customer follow-ups regarding required actions, outstanding information, and compliance activities
- Support superannuation processing activities, reconciliations, exception handling, and issue tracking
- Assist with identifying and escalating discrepancies, processing risks, or compliance concerns relating to the clearing house, and Superannuation processing
- Maintain accurate records, process notes, and operational documentation
- Payroll, Support, Product, and Operations teams
- Contribute to process improvement initiatives aimed at increasing operational efficiency and customer outcomes

The ideal candidate will have these:

1. Skills & requirements	<ul style="list-style-type: none">- High attention to detail and strong analytical thinking.- Good problem-solving skills, with the ability to investigate and resolve discrepancies.- Effective time management and organisational skills, with the ability to manage competing deadlines.- Clear and professional communication skills, both written and verbal.- Ability to follow processes and procedures while identifying opportunities for improvement.- Interest in Finance & technology
2. Knowledge	<ul style="list-style-type: none">- Proficiency in Microsoft Office Suite, with strong interest or capability in Excel.
3. Experience	<ul style="list-style-type: none">- 1+ years experience in a role similar