

## POSITION DESCRIPTION

# Senior Payroll Enablement & Systems Specialist

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

<b>Title</b>	Senior Payroll Systems Specialist	<b>Location</b>	Australia
<b>Report to</b>	Managed Service Payroll Leader – ReadyPayroll	<b>Direct report(s)</b>	None

### The purpose of this role

**The Senior Payroll Enablement & Systems Specialist is the payroll systems and compliance expert for Managed Payroll Services.**

The role provides specialist guidance to consultants, leaders, and customers on payroll systems, configuration, legislation, and best practice. It is responsible for resolving complex payroll issues, improving payroll processes, supporting system changes, and building capability across the business through training, knowledge sharing, and continuous improvement initiatives.

### The key accountabilities of the role

Act as the payroll systems and compliance SME for Managed Payroll Services

Provide expert guidance and support to consultants, leaders, and customers on payroll systems, configuration, legislative requirements, compliance obligations, and payroll best practice. Serve as the primary escalation point for complex payroll and system-related matters while promoting consistent and compliant payroll outcomes across the business.

Investigate and resolve complex payroll system, configuration, and compliance issues

Lead the investigation, analysis, and resolution of complex payroll processing, system configuration, integration, and compliance issues. Identify root causes, recommend corrective actions, and implement sustainable solutions that minimise risk and improve service quality.

Configure, test, and maintain payroll system changes and enhancements

Configure, validate, and maintain payroll system settings including pay elements, workflows, statutory calculations, leave rules, awards, and customer-specific requirements. Ensure all system changes are thoroughly tested, accurately implemented, and aligned with legislative and business requirements.

Support payroll implementations, migrations, and customer change activities

Provide payroll systems expertise and quality assurance support for new customer implementations, internal product migrations, legislative updates, and customer change requests. Assist with solution design, configuration, testing, validation, and operational readiness activities to ensure successful outcomes.

Build capability through training, coaching, and knowledge management

Develop and maintain training materials, process documentation, knowledge articles, and best practice resources. Deliver coaching, mentoring, and knowledge-sharing initiatives that strengthen payroll system expertise, compliance knowledge, and operational capability across the business.

Drive continuous improvement, standardisation, and automation initiatives

Identify opportunities to improve payroll processes, system functionality, operational efficiency, and customer



experience through automation, standardisation, simplification, and continuous improvement initiatives. Support the implementation of scalable solutions that reduce risk and improve service consistency.

Partner with Product, Operations, and Customer teams to improve customer outcomes

Collaborate with Product, Managed Payroll Operations, Customer Success, and other key stakeholders to prioritise improvements, resolve issues, communicate system changes, and ensure payroll solutions continue to meet customer and business needs.

Maintain payroll data integrity, governance, and compliance

Ensure the accuracy, security, confidentiality, and integrity of payroll data and system configurations. Promote compliance with legislative requirements, organisational policies, audit controls, and governance frameworks while supporting the delivery of accurate and compliant payroll outcomes.

## The key responsibilities of the role

Act as the payroll systems subject matter expert for Managed Payroll Services, providing guidance and support to consultants, leaders, and customers on payroll system configuration, legislative compliance, payroll best practice, and complex issue resolution.

Manage the configuration, testing, validation, and ongoing optimisation of payroll systems, ensuring changes are accurately implemented and aligned with legislative, customer, and business requirements.

Support customer implementations, product migrations, and system enhancements by providing payroll expertise, conducting testing and validation activities, and ensuring successful transition into operational support.

Monitor legislative updates, product releases, and system enhancements, assessing impacts, coordinating required changes, and ensuring payroll solutions remain compliant, accurate, and fit for purpose.

Conduct payroll health checks and system reviews to identify compliance risks, configuration issues, process inefficiencies, and opportunities for optimisation, standardisation, and automation.

Develop and maintain knowledge resources, documentation, training materials, and best practice guides while delivering coaching and support that builds payroll system capability across the business.

Partner with Product, Operations, and Customer teams to drive continuous improvement initiatives that enhance service quality, operational efficiency, customer experience, and payroll outcomes.

Maintain the integrity, security, and accuracy of payroll data, ensuring all payroll processes, system configurations, and customer solutions meet compliance, governance, and quality standards.

The ideal candidate will have these:

### 1. Skills

- Payroll Systems Expertise – Advanced knowledge of payroll systems configuration, administration, troubleshooting, and optimisation.
- Payroll Compliance & Legislative Knowledge – Strong understanding of payroll legislation, Awards, Superannuation, STP, Fair Work requirements, and compliance obligations.
- Analytical & Problem-Solving Skills – Ability to investigate complex payroll and system issues, identify root causes, and implement effective solutions.
- Stakeholder Engagement & Relationship Management – Ability to build trusted relationships and collaborate effectively with customers, consultants, leaders, and product teams.



	<ul style="list-style-type: none"><li>• Communication &amp; Knowledge Sharing – Excellent written and verbal communication skills, with the ability to explain complex concepts, deliver training, and develop knowledge resources.</li><li>• Customer Advisory &amp; Consulting Skills – Ability to assess customer requirements and provide practical, compliant, and scalable payroll solutions and recommendations.</li><li>• Testing, Validation &amp; Quality Assurance – Experience conducting system testing, reconciliations, validation, and quality assurance activities to ensure accurate payroll outcomes.</li><li>• Continuous Improvement &amp; Process Optimisation – Ability to identify opportunities for automation, standardisation, operational efficiency, and service improvement.</li><li>• Organisation &amp; Prioritisation – Strong planning, time management, and organisational skills with the ability to manage multiple priorities and deadlines.</li><li>• Data Analysis &amp; Attention to Detail – Strong analytical capability with exceptional attention to detail when working with payroll data, reconciliations, and compliance-related activities.</li></ul>
<b>2. Knowledge</b>	<ul style="list-style-type: none"><li>• Deep knowledge of Australian payroll legislation, compliance requirements, and regulatory obligations, including Fair Work, Superannuation, STP, PAYG, and Payroll Tax.</li><li>• Advanced technical payroll knowledge, including payroll calculations, processing, reconciliations, and payroll best practice.</li><li>• Strong understanding of Modern Awards, Enterprise Bargaining Agreements (EBAs), and the interpretation and application of complex pay and entitlement rules.</li><li>• Advanced knowledge of payroll system configuration, including pay elements, workflows, leave rules, award settings, superannuation, and statutory calculations.</li><li>• Understanding of payroll controls, governance frameworks, compliance risk management, and audit requirements.</li><li>• Understanding of payroll process optimisation, automation, and continuous improvement principles.</li><li>• Knowledge of data integrity, security, privacy, and confidentiality requirements relating to payroll information.</li></ul>
<b>3. Experience</b>	<ul style="list-style-type: none"><li>• 4+ years' experience in payroll processing, payroll operations, or managed payroll services.</li><li>• Experience configuring, implementing, or supporting payroll systems, preferably Payroll Metrics or similar payroll platforms.</li><li>• Proven experience interpreting payroll legislation, Awards, Enterprise Agreements, and compliance requirements.</li><li>• Experience supporting payroll system implementations, migrations, testing activities, or customer change initiatives.</li></ul>



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- Demonstrated experience providing customer support, training, and resolution of complex payroll and system issues.
  - Experience performing payroll reconciliations, testing, data validation, and quality assurance activities.
  - Proven ability to manage multiple priorities and deliver outcomes in a fast-paced customer-focused environment.
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