

PAYROLL SERVICES LEAD

POSITION DESCRIPTION

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*.





Title	Payroll Services Lead	Location	Sydney or Melbourne
Report to	TBD	Direct report(s)	TBD

The purpose of this role

The Payroll Services Lead is responsible for owning the customer relationship, service quality, and commercial health of a portfolio of Managed Services customers within Workforce Solutions.

This role acts as the primary customer contact and strategic operational partner, ensuring payroll services are delivered compliantly, efficiently, and in line with contractual obligations and service expectations. The Payroll Services Lead works closely with operational delivery teams, product, compliance, and customer stakeholders to drive strong customer outcomes.

The ideal candidate is an experienced payroll professional who thrives in complex and evolving environments, exercises sound judgement under pressure, and brings a strong balance of customer focus, commercial acumen, operational oversight, and risk management capability.

Key accountabilities of the role

- Own the end-to-end customer relationship for a portfolio of Managed Services customers.
- Ensure service delivery meets agreed SLAs, compliance obligations, and customer expectations.
- Act as the primary escalation point for customer issues, driving timely and effective resolution.
- Lead customer service reviews, operational governance meetings, and performance discussions.
- Maintain the commercial health and retention of customer accounts through strong service outcomes.
- Identify, manage, and mitigate operational, payroll, and compliance-related risks.
- Partner cross-functionally with Implementation, product, and Support teams to deliver customer outcomes.
- Drive continuous improvement initiatives to enhance service quality, efficiency, and customer experience.
- Exercise sound judgement and decision-making within complex, fast-paced, and ambiguous environments.
- Influence and coordinate large operational teams and stakeholders without direct people management responsibility.



Key Responsibilities

Customer Relationship Management

- Act as the primary relationship owner for a portfolio of Managed Services customers.
- Build trusted partnerships with customer stakeholders across operational and executive levels.
- Lead regular service reviews, operational governance meetings, and customer performance discussions.
- Understand customer business objectives and align service outcomes to support retention and growth.
- Maintain high levels of customer satisfaction and advocacy.

Service Delivery & Operational Oversight

- Oversee end-to-end service performance against agreed SLAs, KPIs, and contractual obligations.
- Monitor service quality, payroll delivery outcomes, compliance adherence, and operational risks.
- Coordinate cross-functional teams to ensure seamless service execution and issue resolution.
- Drive continuous improvement initiatives across service delivery processes and customer experience.
- Support operational readiness for legislative, product, or business changes impacting customers.

Escalation & Issue Management

- Own customer escalations through to resolution, ensuring clear communication and accountability.
- Assess operational, commercial, and compliance impacts of service issues and implement mitigation strategies.
- Exercise strong judgement in ambiguous or high-pressure situations where information may be incomplete.
- Identify root causes and partner with internal teams to implement preventative actions.

Commercial & Portfolio Management

- Support contract renewals, service scope changes, and commercial discussions alongside sales or account teams.
- Identify risks to customer retention and proactively develop mitigation strategies.
- Contribute to revenue protection and growth through strong customer engagement and service performance.

Risk, Compliance & Governance

- Maintain a strong understanding of payroll legislation, compliance obligations, and operational risk controls.
- Ensure customer services are delivered in accordance with internal governance frameworks and regulatory requirements.
- Partner with compliance, product, and operational teams to manage legislative or process changes.
- Promote a culture of accountability, quality, and continuous improvement.

The ideal candidate will have the following:



Experience	▪ 10yrs experience in payroll, workforce management, or managed services environments. ▪ Proven experience managing complex customer relationships and operational service delivery. ▪ Experience working within SLA-driven or outsourced service environments. ▪ Demonstrated capability managing escalations, operational risk, and compliance-sensitive situations. ▪ Previous leadership experience managing or leading large operational teams, either directly or through influence.
Capabilities	▪ Strong commercial acumen and customer management capability. ▪ High level of autonomy, accountability, and decision-making capability. ▪ Ability to navigate ambiguity and operate effectively in fast-paced, evolving environments. ▪ Strong understanding of payroll compliance, risk management, and service governance. ▪ Exceptional stakeholder management and communication skills. ▪ Analytical and problem-solving mindset with strong operational judgement. ▪ People-centric leadership approach with the ability to influence outcomes across teams.