**POSITION DESCRIPTION**

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| **POSITION TITLE** | People and Culture Systems Administrator |
| **DIVISION** | Shared Services |
| **DEPARTMENT** | People and Culture |
| **REPORTS TO** | Continuous Improvement Manager |

**ORGANISATIONAL PURPOSE**

Our vision at the Brotherhood of St Laurence is for an Australia free of poverty.

Established during the Great Depression by Anglican activist Father Gerard Tucker, the contemporary Brotherhood of St Laurence pursues systemic change for a fairer and more compassionate Australia where all people have a sense of belonging.

Our organisation employs over 1,400 staff and is supported by 1,200 volunteers. We partner with governments, business and other community organisations to address poverty in communities across the nation. Our staff are committed to providing our clients with a quality experience that is Safe, Effective, Connected and Personal, these are our Quality Goals of service.

Our work in the community is varied: ranging from early learning, employment preparation, social enterprises, aged care, programs for families, older people, refugees and asylum seekers as well as digital literacy programs. We research the causes and effects of poverty and advocate national, state and local policy solutions for people experiencing disadvantage.

We have also established initiatives to tackle the challenge of climate change and environmental sustainability present for disadvantaged people.

The Brotherhood’s Strategic Plan for 2019-2023 outlines five strategic outcomes:

These are:

* Economic security for all
* Wellbeing, social inclusion, empowerment and dignity for all
* Inclusive services and communities
* A trusted voice nationally on poverty and disadvantage
* An inclusive, effective, efficient and agile organisation

**DEPARTMENT PURPOSE**

The People and Culture team is responsible for delivering strategic and operational people related strategies and services to the organisation to enable an inclusive, effective, efficient and agile organisation.

We are embarking on a transformational journey reviewing current people practices, processes and systems to create a service environment that supports the delivery of inclusive, responsive and robust user centred services that will enhance the employee experience.

**POSITION PURPOSE**

This position will be responsible for managing, examining, maintaining and developing People and Culture systems, namely Chris21, PageUp, Kineo, CultureAmp and Microsoft dataverse, and associated integration files.

The Systems Administrator will be working in partnership with the Continuous Improvement Manager and Payroll Team Leader to solves problems, suggests improvements, develop and implement significant improvements to payroll processes.

The position will work towards making People and Culture systems efficient and fit for functionality for the People and Culture team and organisational requirements. This position also responsible to train the other team members on their systems knowledge to be self-sufficient users and to support the implementation of future arrangements for systems remediation and improvement.

**KEY RESPONSIBILITIES**

* Monitor and identify software defects for other colleagues to take action on to maintain fully functioning applications software
* Works without supervision and provides technical guidance when required on designing, implementing, maintaining and administering databases
* Analyse user requirements, procedures, and problems to automate or improve existing systems
* Provide payroll support for key projects related to the implementation of new and existing processes, including but not limited to EBA increases, EBA implementation, STP requirements and end of financial year processing
* Improve and maintain current payroll system as well as integrated related People and Culture systems
* Troubleshoot system malfunctions to restore normal functioning
* Consult with internal customers to identify their reporting requirements, build, test and maintain reports in management reporter. Support all reporting requirements for internal and external auditors
* Train system users in the use of People and Culture systems and procedures with updated step by step documentation
* Develop and implement internal system controls to provide quality assurance over data
* Maintain oversight of Audit user licences, users, security permissions and groups, adjusting when necessary
* Maintain oversight of systems upgrades and systems release notes, ensuring appropriateness of regression testing suite
* Liaise and collaborate with external functional consultants on systems issues, error and remediation activities
* Communicate and inform end users of updates and changes relevant to their role
* Collaborate with other BSL departments to identify and resolve any process and interface issues with Kineo, D365, PageUp, CultureAmp and C21
* Maintain and update business process, work instructions and training collateral to ensure accuracy and currency with the configuration
* Maintain the accuracy of cost centres, office locations and other critical data in all People and Culture systems
* Lead the system maintenance and housekeeping of all People and Culture systems, including expiring unused codes and forms and archiving processes
* Other duties as required

**TO BE SUCCESSFUL YOU MUST HAVE**

* Proven experience working in a similar role
* Minimum 3 years experience working with Chris21 payroll system, making system changes, designing reports and templates, amending and improving forms and functionality
* Experience using PageUp and Microsoft Dataverse and power apps is an advantage
* Excellent analytical skills and advanced computer skills including Excel
* Experience working in project and BAU environments
* Excellent written & verbal communication skills
* Forward thinking mindset with a keen desire to lead change
* Strong stakeholder management skills with clear communication techniques
* Well-developed interpersonal and communication skills
* Ability to collaborate with and train staff
* Excellent attention to detail
* Well-developed organisation and time management skills
* Ability to solve complex issues
* Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence

**Mandatory Employment Criteria**

* Specific work requirements include attendance at a variety of different work locations
* Proof of eligibility to work in Australia is required
* A satisfactory Police Check is required. The Brotherhood will facilitate this process
* a Working with Children Check is required for this position. The Brotherhood will facilitate this process