

POSITION DESCRIPTION

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| Role title: | IT Project Officer (eMS Implementation) |
| Term: | Fixed term backfill position of 6-months. Available as a contract position or as a secondment. |
| Full-time equivalent: | 1.0 FTE |
| Job Classification: | VPS Grade 4 equivalent |
| Base salary range: | \$100,894 – \$114,476 Classification dependent on experience |
| Entitlements: | <ul style="list-style-type: none"> • Superannuation of 15.5%, paid on base salary • Rostered Days Off (RDOs), accrued pro-rata • 4 weeks of annual leave, accrued pro-rata |
| Enterprise Agreement: | The CPSU SPSF Group Victorian Branch Staff Agreement 2017 |
| Reporting to: | The Branch Secretary |
| Primary workplace: | 128 Exhibition Street, Melbourne VIC 3000 |

ROLE PURPOSE

The **IT Project Officer (eMS Implementation)** is a fixed-term position that will lead the practical implementation of the Branch’s new membership database, migrating the Branch from its current OMS platform to the cloud-based iMIS for Unions (eMS) solution delivered through the Union Innovation Hub. Working to the project plan and in close consultation with business areas across the Branch, the role coordinates data migration, payment and integration setup, business-process verification, user training, and launch, ensuring the new system is delivered on time and within scope, and is adopted across the Branch’s industrial, organising, and membership functions.

ORGANISATIONAL CONTEXT

The **Community and Public Sector Union, State Public Services Federation Group (CPSU SPSF Group Victoria)** is the union that represents Victorian public sector workers. This includes employees in the Victorian Public Service, associated public entities such as statutory authorities, public corporations, and arts and cultural institutions; as well as a handful of community and other third-sector organisations.

CPSU Victoria represents members across a wide range of occupations and departments—policy, administration, regulation, heritage and culture, IT, justice, child protection, corrections, and more. The union is based at **Level 4, 128 Exhibition Street, Melbourne**, and operates within the national industrial relations system, principally but not only under the *Fair Work Act 2009* and the *Registered Organisations Act 2009*.

The **CPSU Victoria** has a proud history dating back to 1885, when the first Victorian public service association was formed to secure fair treatment, job security, and independence from political interference. Today, CPSU Victoria continues that tradition—fighting for fair pay, safe workplaces, secure jobs, and respect for the vital work public sector employees do to serve the Victorian community.

The union is a democratic, member-led organisation, governed by an elected Branch Council and Executive. It is affiliated with Victorian Trades Hall and the Australian Council of Trade Unions (ACTU) and works collaboratively with other unions and civil society partners to advance the rights of working people.

| DUTY AREA | DESCRIPTION |
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| <p>eMS Implementation – Phase 1: Setup & Migration</p> | <ul style="list-style-type: none"> • Lead the practical, day-to-day setup of the iMIS for Unions (EMS) membership database in line with the project plan and timeline. • Work with business areas across the Branch to gather, confirm, and document requirements and business rules for the new system. • Coordinate the migration of data from the existing OMS platform to iMIS, including data transposition, uploading, integrity verification, and post-migration data cleaning. • Configure core membership business processes (new member, unfinancial member, resignation, and arrears) and set up payment processing and integration, including FatZebra and BPAY. • Configure Branch permissions, organising structures, staff and employer data structures, and integrations with other Branch systems — including Office 365 (SharePoint and Power BI), Yabbr (SMS), ActiveCampaign, and SurveyBuddy — and coordinate the migration of CaseTracker files to SharePoint. |
| <p>eMS Implementation – Phase 2: Testing & Iteration</p> | <ul style="list-style-type: none"> • Verify the integrity of core membership, payment, and industrial-representation processes and reporting in the new system. • Coordinate user acceptance testing (UAT) and beta-testing, including granting staff and members test access and running test pay runs. • Develop and build standard document and message templates aligned to business processes, and develop and implement 'Member Journey' plans. • Support the development of the new website and members-only portal, and verify its functionality and integration with the database. • Identify, troubleshoot, and resolve issues, iterating configuration in conjunction with the Union Innovation Hub and service providers. • Track project milestones, risks, and dependencies, and report progress to the Branch Secretary and project stakeholders. |
| <p>eMS Implementation – Phase 3: Training & Launch</p> | <ul style="list-style-type: none"> • Deliver or coordinate power-user and business-area-specific training for staff. • Support change management and member communications in the lead-up to launch to drive adoption of the new system. • Coordinate the launch of the new system, confirm launch arrangements with the Union Innovation Hub, and transition members' meetings and core operations onto the new system. • Finalise system and project documentation and hand over to the Head of IT Operations and ongoing administrators. |
| <p>Other Duties</p> | <ul style="list-style-type: none"> • Any other duties consistent with the classification of the position, as assigned by the Branch Secretary. |