

Our vision

Trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities.

Our purpose

Bringing people and communities together in times of need and building on community strengths.

We do this by mobilising the power of humanity.

Our Fundamental Principles

Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, Universality

We are part of a movement.



Our Values



We Respect

As humanitarians, we put people first, listening to, understanding and respecting each other.



We aspire

We are curious, optimistic and we learn, because we want to do and be better.



We collaborate

We achieve our best by bringing people together on shared goals.



We stand up

We face challenges and opportunities with courage and compassion.



We deliver

We take ownership of delivering on our goals and make genuine impact.



<https://www.redcross.org.au/>

At Australian Red Cross we:

- Adhere to the 7 fundamental principles of Red Cross
- Act at all times in accordance with Australian Red Cross Ethical Framework and Child Protection Code of Conduct and applicable policies
- Strive to create a safe and inclusive culture with wellbeing at its centre. We embrace diversity and welcome Aboriginal and Torres Strait Islander people, and people with different lived experiences, abilities, gender, ethnicity, age, and sexual orientation. We are a child safe organisation with zero tolerance of any harm to children. Our vision is to be trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities.

Position Description

Position Title	Coordinator - HRIS Data & Reporting	Department	People & Culture (P&C)
Location	Flexible	Direct/Indirect Reports	0
Reports to	Senior Manager – Systems, Process Innovation & Workforce Experience	Date Revised	June 2026
Industrial Award	Social, Community, Home Care and Disability Services Industry		
Award Level	4	Red Cross Job Grade	4
Job Level	Individual Contributor	Job Evaluation No:	509531
Special Measures			

Position Summary

The Coordinator - HRIS Data & Reporting - supports the effective operation and continuous improvement of People systems, with a primary focus on Dayforce.

This role combines system support, reporting and data analysis, and process optimisation to ensure accurate employee data, efficient workflows, and reliable reporting outcomes.

Working closely with the P&C Systems & Data Manager, IT, and business stakeholders, the role contributes to system administration activities, reporting requirements, and process improvements to enhance system performance and user experience.

Position Duties

Key responsibilities/accountabilities

System Administration & Support

- Support the maintenance of Dayforce configuration, including workflows, forms, and business rules
- Assist with user access, security roles, and system structure
- Perform system maintenance activities, including data updates and housekeeping
- Support system upgrades, releases, and testing activities
- Troubleshoot system issues and resolve or escalate as required

Reporting & Data

- Develop and maintain reports using Dayforce or Excel
- Support internal and external reporting requirements (e.g. audits, compliance, WGEA)
- Analyze workforce data to identify trends, anomalies, and data issues
- Ensure reporting outputs are accurate, consistent, and aligned to business needs

Position Duties (Continued)

Data Quality & Integrity

- Maintain the accuracy and consistency of employee data across systems
- Perform regular data checks and support data quality activities
- Investigate data issues and support resolution, escalating where required
- Work with IT and other teams to resolve data or integration-related issues

Systems & Process Improvement

- Identify opportunities to improve system functionality and related business processes
- Support process mapping and documentation of current workflows
- Recommend practical improvements to enhance efficiency, data accuracy, and user experience
- Assist in implementing system and process improvements, including testing and validation
- Contribute to continuous improvement initiatives across People systems

Stakeholder Support & Delivery

- Provide support for system-related queries and requests from stakeholders
- Gather and document business requirements for system or reporting changes
- Support user testing and implementation of system enhancements
- Work collaboratively with:
 - People & Culture teams
 - IT (platform owner and service desk)
 - External vendors (e.g. Dayforce)
- Perform other duties, tasks and activities reasonably required by Australian Red Cross.

Key Relationships

- P&C teams and business stakeholders
- Information Technology (Platform Owner, Service Desk)
- Finance
- External system vendors
- Data and Insights reporting team

Person Requirements

Key Behavioural and Technical Capabilities

Technical & Functional

- Experience working with HRIS platforms, with Dayforce experience preferred
- Ability to develop and maintain reports using Excel, Power BI, or similar tools
- Understanding of HR/payroll processes and associated data
- Experience supporting system configuration, testing, or issue resolution

Person Requirements

Analytical & Problem Solving

- Ability to analyze data and identify trends, anomalies, or issues
- Strong attention to detail and commitment to data accuracy
- Ability to investigate issues and determine root causes, escalating where required

Process & Continuous Improvement

- Ability to identify inefficiencies and suggest practical improvements
- Understanding of process mapping or workflow documentation
- Demonstrated ability to support system or process improvements
- Continuous improvement mindset with a focus on efficiency and user experience

Stakeholder & Delivery

- Strong communication and stakeholder engagement skills
- Ability to gather requirements and support delivery of system or reporting solutions
- Ability to manage priorities and deliver outcomes within agreed timeframes

Experience

- Experience in HRIS, reporting, data, or similar roles
- Experience supporting system, reporting, or data-related activities
- Hands-on exposure to Dayforce or similar HR systems (preferred)

Wellbeing, Health and Safety

It is our vision to be harm free and committed to providing and maintaining a safe and healthy environment for volunteers, members, staff, contractors, clients, customers, and others who may be involved in our work. Our Wellbeing Health and Safety direction is aimed at building a 'safety mindset' into our daily work, assessing and reducing risk, reporting hazards and incidents, and providing Red Cross people with a positive, healthy workplace.

- Identify and understand the current and future risks involved in undertaking your role and service delivery activities, then competently manage those risks so that everyone is safe
- Comply with the Work Health and Safety management system

Key Job Requirements

Licenses/compliance screening

Screening is required prior to commencement. Renewals may also be required during your employment in order to comply with specific contractual or legislative requirements.

Police check	Yes - every 5 years