

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

Our Values

We are part of a movement.



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	HRIS Support Officer	Department	People Services
Location	Flexible	Direct/Indirect Reports	0
Reports to	Senior Manager – P&C Systems, Process Innovation & Workforce Experience	Date Revised	April 2026
Industrial Award	Social, Community, Home Care and Disability Services Industry		
Award Level	3	Red Cross Job Grade	3
Job Level	Individual Contributor	Job Evaluation No:	
Special Measures			

Position Summary

The Support Officer - HRIS provides operational HRIS support for People & Culture systems, with a focus on business-as-usual (BAU) Dayforce support, data management, basic system configuration and adherence to established processes.

The role supports the effective operation of People systems by responding to HRIS requests, resolving routine system and data issues, maintaining accurate records in Dayforce, and supporting defined configuration and process improvement activities.

The role operates within established procedures, governance controls and escalation pathways.

Position Duties

Key responsibilities/accountabilities

- Receive, log and action business as usual HRIS support tickets relating to Dayforce, including system incidents and standard service requests such as data updates, access changes, Organisational updates and approved configuration requests (e.g. adding or maintaining sites).
- Review information provided in support tickets and system records to understand the issue or request and follow documented next steps in line with documented procedures and work instructions.
- Action routine and repeatable system updates using established processes, templates and instructions, escalating non-standard or complex requests in accordance with agreed escalation processes.
- Maintain accurate employee, position, site and Organisational data within Dayforce as the core People & Culture system of record.
- Perform regular data checks and data cleansing activities to ensure records are complete, accurate and up to date.
- Undertake basic Dayforce configuration tasks as approved and in line with documented standards.
- Complete testing activities for approved changes or fixes by following defined test scenarios and confirming expected outcomes.

- Support HRIS administration activities including user access requests, role updates, permissions and routine system housekeeping tasks.
- Maintain clear and accurate records of support tickets, actions taken, configuration changes and testing outcomes to support auditability and knowledge sharing.
- Follow established People & Culture system processes and work instructions, escalate recurring issues or request patterns, and provide operational input when requested to support process consistency and continuous improvement initiatives.
- Perform other duties, tasks and activities reasonably required by Australian Red Cross.

Key relationships

- People and Culture Team
- HR Business Partners
- Payroll and Volunteer Services Teams
- Finance, Risk, and Compliance Teams
- Systems/IT and Data Analytics Teams
- External vendors (as required)

Person Requirements

Key Skills and Experience

- Sound written and verbal communication skills, with the ability to explain system-related information clearly and respectfully to a range of users.
- Ability to work effectively as part of a collaborative team, follow directions from more experienced team members, and demonstrate a reliable and proactive approach to work.
- Strong attention to detail and ability to work accurately with data and records.
- Ability to follow documented processes, instructions and templates to complete routine and repeatable tasks.
- Basic problem-solving skills, with the ability to recognise when an issue or request needs to be escalated.
- Experience or exposure in administrative, coordination or support activities, ideally within HR, payroll or enterprise system environments, or a demonstrated ability to learn new systems and processes with support.
- Exposure to or basic familiarity with Dayforce or similar HR systems is desirable but not required.

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
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