



Position Information Description

Title of Role: Project Officer - Travel, Rostering and Leave Systems

Department: Business Services

Remuneration Level: ASO4

Section: Industrial and Employee Relations

Type of Appointment: Full-time - Term (2 years)

Position Information Description Approval

27 / 02 /2026

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Delegate

South Australian Metropolitan Fire Service (MFS)

The South Australian Metropolitan Fire Service (MFS) is responsible for protecting the South Australian community from the effects of fire, road crashes, chemical incidents and other emergencies. We are a team of approximately 1,300 operational personnel and corporate professionals serving the Community across 20 metropolitan and 17 regional fire stations.

Our Values



Our Purpose and Mission

We are trusted to protect, empower, and enrich our community.

Our mission is to build a world-class fire and rescue service. We strive to be:

- Responsive
- Collaborative
- Modern
- Agile
- Innovative
- Accountable.





Primary purpose of the role

The Project Officer - Travel, Rostering and Leave Systems provides project and analytical support to the dedicated resourcing function managing travel, rostering, leave systems and employee entitlement matters. The role supports the identification, extraction, validation, reconstruction and analysis of relevant datasets, aligned to relevant industrial instruments including the South Australian Metropolitan Fire Service Enterprise Agreement 2022 (SAMFS EA) and applicable Awards, and SAET interpretations and determinations.

The role supports documentation of business rules, assumptions and audit trails, assists with variance analysis over multiple years, and supports the development and implementation of fit for purpose processes, controls and system improvements that enable compliant and consistent future practice, including compliant implementation through a fit for purpose system.

Reporting/Working Relationships:

Reporting Relationship: Senior Industrial Advisor - Travel, Rostering and Employee Entitlements

Key Relationships/Interactions: The incumbent is required to liaise with a broad cross section of MFS staff and key external stakeholders such as:

- Senior Industrial Advisor - Travel, Rostering and Employee Entitlements (ASO8) and Industrial and Employee Relations team
- MFS Executive, managers and impacted firefighters and employees (as directed)
- Department of Treasury and Finance (Shared Services SA) payroll stakeholders and data custodians
- Sapphire rostering system stakeholders (system owner/support) and relevant MFS rostering/business systems contacts
- Attorney-General's Department (Industrial Relations and Policy), Crown Solicitor's Office and other legal advisers/agencies as required (as directed)
- United Firefighters Union SA (UFU) and other industrial stakeholders (as directed)
- Finance and governance stakeholders for reporting, risk and assurance

Supervisor Reports to: Manager Industrial and Employee Relations

Supervisor's Position: Senior Industrial Advisor - Travel, Rostering and Employee Entitlements

Staff Supervised: Nil



Special conditions

- May be required to travel intra and interstate, which may include overnight absences.
- This role has been designated as a Position of Trust pursuant to the standards required in the Australian Government Protective Security Policy Framework. By applying for this role, you consent to being screened under the process of obtaining a National Police Clearance (NPC), and a working with children check (WWCC) and to the Departments requiring you to obtain an NPC and a WWCC.

Statement of key outcomes and associated activities

- Support coordination and governance of the dedicated travel, rostering and employee entitlements work program by:
 - o supporting establishment and maintenance of a coordinated work plan, milestones and reporting mechanisms, including risk and issue management
 - o maintaining registers, action logs and documentation to track deliverables and support quality assurance
 - o coordinating information inputs and supporting project updates to the Senior Industrial Advisor (ASO8) and other stakeholders as directed
 - o supporting meeting coordination and record keeping, including agendas, minutes and action follow-up as required
- Support audit, data reconstruction and variance analysis activities by:
 - o identifying relevant data sets and supporting extraction, validation and reconciliation activities in partnership with Shared Services SA
 - o supporting data unwinding and re-building with reference to SAET determinations and agreed working interpretations and assumptions
 - o conducting variance analysis over multiple years and preparing clear summaries, findings and options to support remediation and sustainable future controls
- Support interpretation, advice and documentation activities by:
 - o supporting interpretation and application of relevant industrial instruments (including SAMFS EA travel clauses) and authoritative SAET outcomes under direction
 - o drafting or contributing to well written advice, briefings and reporting (under direction) with supporting rationale and recommendations to inform management decision making
 - o supporting preparation of documentation associated with industrial/legal processes as required (under direction)
- Support stakeholder engagement and communications by:
 - o liaising with internal stakeholders and Shared Services SA to progress actions and resolve information gaps promptly
 - o supporting preparation of correspondence and responses in line with MFS governance and industrial requirements
 - o supporting employee communications and engagement activities to explain processes and outcomes and consider feedback as directed

- Support sustainable policy, procedure and system controls by:
 - o supporting documentation of business rules, processes, assumptions and audit trails to enable consistent, defensible outcomes and compliant implementation through a fit for purpose system
 - o working with payroll/systems stakeholders (including Sapphire rostering and relevant leave system interfaces where applicable) to support practical controls, verification steps and testing activities
 - o supporting development of templates, guidance material and tools to promote compliant and consistent future practice

- Contribute to continuous improvement and corporate outcomes by:
 - o Contributing to continuous improvement in travel, rostering and employee entitlement practices by supporting practical improvements to governance, processes, controls and quality assurance that enable compliant, consistent and defensible outcomes aligned to relevant industrial instruments and SAET interpretations and determinations.
 - o Contributing to the continuous improvement of workplace practices by complying with relevant legislation, policies and procedures, and modelling professional, respectful and constructive workplace behaviours.
 - o Contributing to appropriate information management, confidentiality and security practices by ensuring appropriate handling, storage and controlled access to sensitive employee, payroll and legal information, including records and datasets.
 - o Ensuring appropriate governance of work products and records by maintaining clear documentation, assumptions and audit trails (including data reconstruction logic, decisions and briefings) and applying appropriate record management and version control practices.
 - o Observing and cooperating with Work Health and Safety (WHS) policy and procedural requirements, and actively participating in consultative and communication processes; contributing to risk management by identifying and informing the supervisor of hazards in the work area; and participating in required WHS training.

Technical Expertise

Qualifications, Skills, Knowledge and Experience relevant to the role.

Educational qualifications (Essential)	- Nil
Educational qualifications (Desirable)	- A qualification in business, human resources, payroll, or similar is considered desirable.
Technical expertise (Essential)	- Demonstrated experience providing project, analytical and administrative support in a complex and confidential environment. - Demonstrated analytical ability, including the capacity to interpret complex data, identify trends/variances and translate findings into clear, actionable outcomes to inform compliant decision

	<p>making.</p> <ul style="list-style-type: none"> - Experience utilising relevant systems and tools to extract, cleanse, reconcile and analyse data, and to format and present information in decision-ready formats. - Experience in preparing well written reports, briefings and correspondence, including analysis and options to inform management decision making. - Strong verbal communication skills, including the ability to provide clear and concise advice and updates to management and staff. - Demonstrated ability to document business rules, processes, assumptions and maintain audit trails, record keeping and version control practices. - Ability to work collaboratively with internal stakeholders and Shared Services SA to progress actions, reconcile information, resolve data gaps, escalating issues as required. - High level organisational skills and ability to manage competing priorities and deadlines whilst maintaining accuracy and attention to detail. - Proven ability to manage sensitive and confidential information with tact, discretion and professionalism. - High level proficiency in Microsoft Office applications, particularly Excel, Word and Outlook. - Ability to work independently under general direction and as part of a team to meet timeframes and deliverables. - Demonstrated problem-solving skills, including the ability to identify issues, propose options and support practical implementation.
<p>Technical expertise (Desirable)</p>	<ul style="list-style-type: none"> - Experience supporting travel/allowance entitlement interpretation and remediation/audit activities. - Experience working with payroll/shared services environments and large datasets. - Familiarity with South Australian public sector industrial frameworks and/or tribunal processes. - Experience using advanced Excel functions and/or reporting tools to support analysis and reporting.