



ASO6 HR Systems Senior Administrator HR Operations and Partnering People, Culture and Wellbeing Service

ORGANISATIONAL OVERVIEW

South Australia Police (SAPOL) provides a diverse range of services to the community. These services are aimed at producing a safe and peaceful environment by the minimisation of crime and disorder. It is a large complex organisation which, because of the nature of its operations, is constantly subject to public scrutiny and accountability. It provides services to a range of different locations (over 100) spread across the State on a 24 hour a day basis.

SAPOL's vision is to provide 'Safer Communities'. All SAPOL employees are guided by Our Values of Service, Integrity, Courage, Leadership, Collaboration and Respect. SAPOL is an organisation with a proud history and an exciting vision for the future.

POSITION OVERVIEW

Summary

SAPOL's People, Culture and Wellbeing service provides a holistic approach to the future development of our people and the organisation. Through strategic leadership and direction, People, Culture and Wellbeing will ensure our employees are skilled and supported to deliver a more efficient and effective service to the community. This will be achieved by increasing support to the frontline, ensuring the right people are in the right roles, developing talent pools and pipelines, delivering programs and strategies to foster highly effective leaders as well as providing collaborative business partnerships. Recognising that the capability of our workforce is dependent on the physical and mental health of all its members, People Culture and Wellbeing will deliver programs which provide an all-inclusive approach and promote every aspect of health and wellbeing.

The HR Systems Team within HR Operations and Partnering Branch is responsible for managing and improving SAPOL's HR systems to align with corporate goals. They oversee

Service

Integrity

Leadership

Collaboration

Courage

Respect



personnel, payroll, and financial functions, review trends, and lead HR experts in providing evidence-based analytics and strategic workforce information. The team implements and reviews system-based solutions for continuous process improvements. They offer expert advice across government forums, leveraging extensive knowledge of policies and legislation, and work independently to develop, implement, and assess the effectiveness of HR systems, ensuring robust support for SAPOL’s operations.

The HR Systems Senior Administrator is responsible for the effective administration, maintenance and optimisation of SAPOL’s time and attendance systems. The position ensures that HR systems are used to their full capability by coordinating system enhancements, delivering and supporting end-user training, promoting system functionality and providing user support. The HR Systems Administrator also plays a key role in maintaining data quality and integrity for more than 6000 system users.

Special Conditions

Work Status	The incumbent must hold a current Australian work eligibility status and will be subject to a criminal history check. The incumbent may be assigned to other duties at this remuneration level or equivalent.
Location	Adelaide CBD
Qualifications	N/A.
Out of Hours Work	Some out of hours work may be required.
Travel	Some intrastate and interstate travel may be required.
Performance Management	The incumbent is required to participate in SAPOL’s iEngage program.

Reporting / Working Relationships

The HR Systems Senior Administrator reports to the HR Systems Lead and provides supervision and guidance to the Workforce Central Officers responsible for SAPOL’s time and attendance system management and employee scheduling and involves close collaboration with a wide range of stakeholders both within and outside SAPOL.

KEY OUTCOMES

- Manage and maintain the busine requirements, configuration settings and design documentation for SAPOL’s time and attendance systems to ensure accuracy, consistency and operational effectiveness.
- Coordinate and oversee vendor support and software service provider activities, ensuring timely issue resolution, system optimisation and adherence to service-level expectations.
- Develop, review and maintain business continuity plans to minimise disruptions to timecard processing and workforce scheduling during system outages or failures.
- Develop, maintain and enforce policies, procedures and governance controls relating to time and attendance systems to support compliance and standardised practice across SAPOL.

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- Plan, deliver and manage system enhancements, upgrades and related project activities, including stakeholder engagement, testing coordination and change implementation.
 - Monitor system performance against agreed key performance indicators (KPI's), proactively identifying issues and managing escalation pathways to ensure system reliability and efficiency.
 - Provide expert user support and advice, including troubleshooting, access management, error resolution and specialist guidance on time and attendance practices.
 - Develop and maintain end-user learning resources, ensuring training materials, online content and support guides remain current and aligned with system changes and organisational requirements.
 - Interpret and apply enterprise agreements, awards and relevant legislation to ensure accurate configuration of pay rules, penalties, allowances and employee scheduling.
 - Supervise and guide Workforce Central Support Officers, coordinating fortnightly payroll file processes and managing workarounds or corrective actions associated with post-Chris21 activities.

QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

Essential Minimum Requirements

- Highly developed knowledge, skills and experience in the administration of time and attendance system solutions, including the management of complex pay-related processes that impact employee entitlements and payments.
- Demonstrated ability to independently assess, analyse and validate system functionality and data integrity and implement system changes in accordance with legislation, industrial instruments and corporate policies.
- Proven experience managing and supporting workforce scheduling processes, including the ability to identify available resources, interpret rostering requirements and maintain business continuity during system disruptions.
- Demonstrated capacity to work effectively under broad direction, managing multiple competing priorities, tight timeframes and high-pressure situations while maintaining accuracy and attention to detail.
- Strong interpersonal, communication skills and negotiation skills, with the ability to manage challenging stakeholders, influence outcomes and provide clear advice.
- Ability to work collaboratively as part of a team, with a willingness to share specialist knowledge, supporting colleagues and contributing to collective problem-solving.
- Demonstrated adaptability and resilience in a dynamic work environment, including the capacity to respond to changing priorities, evolving technologies and organisational requirements.
- Experience working within payroll, human resource or enterprise system environments, with an understanding of system dependencies, data flows and integration points that impact employee payments.
- Well-developed analytical and problem-solving skills, including the ability to identify system issues, recommend solutions and support continuous improvement activities.
- Proficiency in interpreting and applying industrial awards, enterprise agreements and relevant legislation, particularly as they relate to pay rules, penalties, allowances and workforce scheduling.

Desirable Characteristics

- Expertise, experience and knowledge of SAPOL's system structures, relationships, culture and strategic direction.
- Sound understanding of the fundamental components of desktop computing, networks, mainframe systems/operations, terminals and peripherals.

CORPORATE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012*.
- Actively contribute to SAPOL's commitment to being an inclusive workplace where everyone is safe, respected and supported to reach their potential by demonstrating inclusive behaviour and showing respect for diverse backgrounds, experiences and perspective.
- Demonstrate an understanding and commitment to **WH&S legislation**, principles and practices and risk assessment in accordance with the **WH&S Act (2012)**, regulations, approved codes of practice and AS/NZS ISO 31000:2018 Risk Management – Guidelines.