

PEOPLE DATA AND SYSTEMS ADMINISTRATOR POSITION DESCRIPTION

Position Title:	People Data and Systems Administrator
Responsible To:	Lead, Payroll
Council Portfolio:	Corporate Services
Council Program:	People
Classification Level:	Salaried, Level 7

Overview of Portfolio

The Corporate Services Portfolio provides effective and efficient services and insights to strengthen and grow our organisational capability, and support a culture of accountability, transparency and innovation. Additionally, the Portfolio provides the key support functions to ensure Council's subsidiaries, the Adelaide Central Market Authority (ACMA) and Adelaide Economic Development Agency (AEDA), deliver their objectives in accordance with their respective Charters, and statutory requirements and obligations.

Overview of Program

The People program strengthens our organisation's capability to lead and deliver essential services for our community, corporate services for our organisation, and brilliant experiences in our City, by co-creating an environment where our people thrive, live our values, reach their potential, and learn and grow.

Key Relationships / Interactions

Internal	Employees across the People Program People System Module Owners and Subject Matter Experts (SME's) Information Management Program Associate Director People Systems users across the organisation
External	Service providers, suppliers and contractors

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Primary Purpose

As part of the People Program, the primary purpose of the People Data and Systems Administrator is to ensure the ongoing administration, maintenance, enhancement, and reporting for HR (SAP SuccessFactors) and Time & Attendance (EmpLive) systems, keeping People systems running smoothly and maximising business benefits.

Responsibilities

The People Data and Systems Administrator is responsible for:

1. Coordinating system activities across the People Teams (module owners and SME's), Information Management (IM), and external vendors to ensure alignment, clear communication, and visibility of HR system initiatives, including module implementations, system changes and upgrades.
2. Working with the People program to design, configure, test, maintain and enhance workflows, security permissions, and processes to meet evolving business and user needs.
3. Providing updates to system SME's on system-related changes, updates, releases, and roadmaps.
4. Troubleshooting system issues, resolving errors, and coordinating with the People program, IM or vendors for complex technical problems.
5. Partnering with system SMEs to ensure accurate and accessible reporting is available for a range of internal and external reporting purposes.
6. Championing continuous improvement initiatives to enhance user experience, efficiency, and business processes.
7. Providing expert advice to internal stakeholders to ensure optimisation of People systems aligning to complex and varying business needs.
8. Working with IM to ensure stable integrations with other People and CoA systems.
9. Building productive vendor relationships to support issue resolution, product guidance, and awareness of industry trends.
10. Developing and maintaining support documentation to ensure the ongoing continuity of system support.
11. Contributing to system security, business continuity and disaster recovery planning and implementation.
12. Defining, tracking, and using Key Performance Indicators and data insights to measure system success and guide product improvements.
13. Developing and delivering internal training and coaching to build People program system capability.

Responsibilities for all employees:

- Model and champion an inclusive, respectful, and ethical workplace culture, aligned with our CoA values and Employee Behavioural Standards, actively promoting equal opportunity, diversity and equity.
- Adhere to organisational policies and WHS requirements while promoting a safe, inclusive environment that safeguards both physical and psychological wellbeing for self and others.
- Promptly report WHS incidents or near misses and use equipment, supplies, and personal protective equipment safely and responsibly.
- Adhere to security and safety requirements (physical and cyber) by following secure information/data handling practices and procedures that support and secure our systems.
- Proactively identify and report any cyber security risks, breaches, incidents, or suspicious activity such as phishing, unauthorised access, or mishandling of information.
- Complete all mandatory training and ongoing professional development.

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Position Criteria

Qualifications	A tertiary qualification in Information Management or related field and/or commensurate demonstrated experience in lieu of formal qualifications.	Essential
	Technical certification in ITIL V2.0 or higher.	Desirable
People Management	Demonstrated ability to influence and collaborate peers and business stakeholders.	Essential
Technical Knowledge & Experience	Ability to provide expert advice to a variety of stakeholders. Sound understanding and experience in providing application support and maintenance. Substantial experience in packaged application software management and support.	Essential
	Experience working with SAP SuccessFactors and/or EmpLive.	Highly Desirable
Project Management	Demonstrated ability to manage multiple priorities to achieve high-quality outcomes on time.	Essential
Innovation & Initiative	Demonstrated ability for innovative and creative solution creation, across complex issues that may impact the whole Organisation. Ability to build and develop simple and powerful business-focused solutions.	Essential
Resource Management & Decision Making	Ability to prioritise and be flexible when responding to changing priorities and demands.	Essential
Professional Development	A commitment to ongoing professional development and continuous learning.	Essential
Customer Commitment & Integrity	Commitment to placing the customer at the centre of everything we do, demonstrated through the provision of timely, reliable and expert advice on matters within area of responsibility.	Essential
Collaboration & Communication	Excellent communication skills, both written and oral. Energy and personal style to collaborate and influence across all levels in order to create awareness and traction around the adoption of IM strategies. Proven ability to build positive relationships and consult, negotiate and communicate with all levels of management and staff, government agencies, stakeholders and the community, both verbally and in writing	Essential
Administrative Skills	Demonstrated planning, prioritisation and organisation skills. Analytical nature with the ability to solve complex business issues	Essential
Government Experience	Experience working in a government environment.	Desirable

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Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

Our Values



-  **ACHIEVEMENT**
-  **COLLABORATION**
-  **CUSTOMER COMMITMENT**
-  **INTEGRITY**
-  **INNOVATION**

Achievement

- Deliver what matters
- Ensure clarity of direction and unity of purpose
- Inspire excellence and strive for outstanding results



Collaboration

- Work together to build successful teams and partnerships
- Be open, inclusive, and share knowledge
- Seek, provide and act on feedback



Customer Commitment

- Know your customers and put them first
- Listen to and understand customer needs
- Be responsive, close the loop and deliver on promises



Integrity

- Own your actions, successes and mistakes
- Act with transparency, honesty and respect
- Do what you say you will do



Innovation

- Look for ways to improve and create positive change
- Think broadly and take a wider viewpoint
- Be responsive to new ideas and opportunities



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Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required in order to meet the requirement of the role.
- An unencumbered South Australian Drivers Licence may be required.
- A satisfactory Police Clearance may be required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.

Physical Demands

Task	Office Workstation
Work Area	Various
Physical Demand Rating	Very Light Work

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
Sitting		✓		Ergonomic adjustable chair	Critical Range of Motion: Shoulder to 90° flexion. Lift Capacity: Up to 2kg (ream of paper). Push / Pull Force: N/A Environmental Factors: Indoor. Carpet in most offices. Lift access in most buildings. Task Rotation: tasks are varied by the worker. Pause exercises, stretches and standing up are self-directed by the worker. Workers can alternate sides with the computer mouse. PPE: Office attire and appropriate footwear.
Standing	✓			Accessing folders, p/copier, talking to others	
Walking	✓			Meeting with others, moving between rooms	
Climbing	✓			Option to take the stairs	
Bending	✓			Reaching down to low shelves, p/copier	
Squatting	✓			Reaching down to low shelves, p/copier	
Gripping		✓		Mouse, stationery, phone	
Forward Reach	✓			Typing, using the mouse, phone usage	
Lift	✓			Light items, folders, paper and documents	
Carry	✓			Short distances within the building /office	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%).

*This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the People Team (OSCAR).

Agreement

This Position Description is only descriptive of the type of duties to be undertaken by your during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

**** Electronic Offer**** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.