

Dayforce Solutions Engineer

Information Technology

2026 August

Agreement

Signed–Manager

Signed–Employee

Date

Date

1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to conceive, develop and deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed.

Our vision is: "...doing all the good we can because every life matters."

Out of Christian love and compassion our values are Soft Hearts: Open Hands: Sharp Minds (and) Hard Feet.

Our strategic plan is based on four key directions, namely:

- Deepening our Word & deed
- Claiming our prophetic voice
- Extending our impact
- Strengthening our organisation.

The range of community services we provide is amongst the most diverse of any Australian organisation. We are one of the largest community services organisations operating in NSW and the ACT, our work extending to other states and territories through our work in suicide prevention.

2. Overview and purpose of Strategy, Technology & Engagement

The purpose of Strategy, Technology & Engagement is to enable and support the successful execution of Wesley Mission's strategy. In keeping with this purpose, the team leads key strategic initiatives to realise its vision and mission consistently with its values, and to ensure it functions optimally for the benefit of its internal and external clients and for the good of its employees and volunteers.

It achieves its purpose by offering strategic leadership and service support across Wesley Mission.

Services include Wesley Marketing & Fundraising, Wesley Information Technology, Wesley Strategy, Advocacy & Stakeholder Engagement, Project Management Office, and Reconciliation Action Plan.

Its work is inspired by the organisation's vision, guided by its mission, informed by its strategy, and underpinned by its values.

2.1 Overview and purpose of Information Technology

The purpose of Information Technology is as follows:

Responsible and accountable for the leadership, governance, performance, innovation, security, and strategic direction of the Information Technology portfolio.

Develops and executes Wesley Mission's technology, digital, information management, cyber security, data, and AI strategies, ensuring technology capabilities support organisational objectives, operational excellence, regulatory compliance, and sustainable growth.

Ensuring that technology investments, systems, services, and information assets deliver measurable value to clients, staff, volunteers, and stakeholders whilst maintaining strong governance, security, and compliance outcomes.

It achieves its purpose by:

- Developing and executing the Information Technology strategic plan aligned to Wesley Mission's organisational strategy.
- Lead technology, digital transformation, architecture, cyber security, data, and AI roadmaps.
- Provide trusted strategic advice to executives and boards regarding technology opportunities, risks, and investments.
- Identify emerging technologies that create organisational value and improve service outcomes.
- Lead enterprise-wide technology transformation programs.
- Establish governance frameworks that enable innovation while managing risk.
- Drive adoption of modern digital workplace capabilities.
- Champion responsible AI and data-driven decision-making across the organisation.

Services include:

- Digital Transformation and Innovation
- Cyber Security, Risk and Compliance
- Technology Operations, Infrastructure, Applications and Service Desk
- Systems Integrations
- Data, Information and AI.
- Its work is inspired by the organisation's vision, guided by its mission, informed by its strategy, and underpinned by its values.

3. Purpose of role

The role is responsible for administration, configuration, optimisation, and support of the Dayforce HCM platform, ensuring reliable payroll, HR, workforce management, and reporting capabilities while maintaining legislative compliance. This is a full-time 12-month fixed-term role based in Sydney CBD.

4. Relationships

Reports to: Reporting to the General Manager Information Technology

Key relationships:

Internal: People & Culture, Payroll, Finance, IT, Operations, Executive.

External: Dayforce, implementation partners, integrators, and vendors

Industrial instrument:

Non-Award Salary

5. Major role responsibilities

- Engineer and configure as required during building Dayforce HCM modules including Core HR, Payroll and Workforce Management in accordance with Wesley Mission Change Control processes.
- Maintain organisational structures, workflows, security roles, and business rules.
- Support payroll and HR processes ensuring legislative compliance.
- Manage user access, permissions, and periodic security reviews.
- Coordinate quarterly Dayforce releases, testing, and deployment.
- Monitor and support integrations with internal and third-party systems.
- Develop operational and executive reports and dashboards.
- Deliver user training, documentation, and Level 2/3 support.
- Manage vendor relationships and support requests.
- Identify and implement continuous system and process improvements.
- Knowledge Transfer of Dayforce functional feature through training and well documented processes to the Application Support Team.
- Advise on the 3-year roadmap.

6. Professional responsibilities

- Support and work in a way that is consistent with the organisation's mission of continuing the work of Jesus Christ in Word and deed.
- Ensure your own health and safety and the health and safety of others by behaving safely at all times in relation to work. Report hazards and incidents to your supervisor and in accordance with the organisation's Work Health & Safety Management Framework Manual, related safety policies and procedures and site/service procedures. This includes taking part in safety consultations and safety investigations within your service to help resolve them in a timely manner.
- Comply with mandatory requirements for the role including completing all mandatory training required by the organisation.
- Comply and cooperate in good faith with all legislative, regulatory, policy and procedure requirements pertaining to your work.
- Act in good faith in the organisation's best interests, exercise due care and skill in your work, follow reasonable directions, maintain honesty and integrity and the trust and confidence of the organisation, and a positive reputation of the organisation.
- Attend functions, meetings, seminars, training courses, and events as required by your supervisor.

- Participate at least annually in the Contribution and Development Plan process for your role for recognition, compliance, and development.

7. Performance Measures

Performance expectations will be set during probation. Thereafter performance measures will be agreed as part of your personal Contribution and Development Plan.

8. Selection criteria

To be successful in this position, you must possess the following:

Demonstrated behaviours

- Conduct consistent with the organisation's Code of Conduct and:
 - Work in accordance with the organisation's Vision, Mission, and Values.
 - Value people through kindness, respect, care, and support.
 - Foster trust through honesty, integrity, reliability, and fairness.
 - Demonstrate personal accountability including in your conduct, compliance, commitment, performance, and quality of the service you provide.
 - Contribute to a positive and highly engaged work environment through a positive manner and being a good colleague, collaborator, and team player.

Essential skills/knowledge

- Advanced Dayforce configuration and administration
- Strong reporting, analytical and data integrity skills
- Excellent stakeholder engagement and communication
- Project coordination and problem-solving capability
- Tertiary qualification in HR, IT, Business, or related discipline
- Dayforce certification or equivalent demonstrated experience
- Relevant ongoing professional development.

Desirable skills/knowledge

- Experience in a not for profit or community service organisation.
- SCHADS Award knowledge.
- Power BI experience.

- Project management qualification.
- Cloud HRIS and integration experience.
- other desired skills and knowledge required for the role.
- Knowledge of Australian payroll, Fair Work Act, Modern Awards and STP.

Agreement

In signing page one, I confirm I have read, understand, and agree to work in accordance with this position description. I also understand that this position description is not exhaustive and agree to comply with all reasonable requirements of me in addition to those specified in the position description.