

NORFOLK ISLAND HEALTH AND RESIDENTIAL AGED CARE SERVICE (NIHRACS)

Project Officer Business Systems

Fixed Term (until 30 June 2027) | Full Time | Monday to Friday | NIHRACS Facility, Norfolk Island

About NIHRACS

NIHRACS is a multi-Purpose Service committed to delivering high-quality, person-centred care across the lifespan to all who live on or visit Norfolk Island. Our mission is to support health, wellbeing, and excellence in care: for our community, by our people, with our partners. We live our values of Excellence, Integrity, Respect, and Teamwork every day.

About the Role

We are seeking a delivery-focused project officer to lead and coordinate business system implementations across finance, workforce, care and clinical operations, under the accountability of the Manager Information and Technology Services and the relevant business owners.

Initial priority is a staged finance and workforce systems program: electronic timesheets and payroll modernisation, followed by Human Resources Information Systems (HRIS) and broader Financial Management Information Systems (FMIS), and enterprise integration alongside Care Minutes, Surgical Partners, Time Management Systems (TMS) and other applications. The program runs under NIHRACS' gate-based governance, with structured procurement, security and readiness controls, so disciplined documentation and probity awareness matter as much as delivery pace.

This role works standard business hours, with flexibility required to meet operational needs.

About You

You will be an organised, adaptable and service-focused professional who enjoys working in a fast-paced, changing environment. You will bring strong administrative skills, attention to detail, and the ability to communicate effectively with staff at all levels.

Key Responsibilities

- Coordinate requirements workshops and translate business needs from Finance, People and Culture and clinical owners into controlled project deliverables.
- Support procurement stages within approved probity controls: business case and cost-benefit inputs, structured vendor assessment, and collation of validated security-compliance evidence.
- Coordinate vendor-led implementation, data-migration planning and validation, user acceptance testing, defect management and acceptance evidence.
- Plan training, communications, change, adoption, cutover and post-implementation support.
- Maintain schedules, dependencies, risks, issues, actions, decisions, status reports and accurate project cost records for Finance.
- Provide administrative support to ICT governance uplift activity, including policy registers and audit action tracking.

Mandatory Requirements

- A tertiary qualification in information systems, business or project management, or equivalent demonstrated experience delivering business system implementations (finance, HR/payroll, care management or similar).
- Demonstrated experience coordinating requirements, vendor led implementation, data migration, user acceptance testing, training and change management.
- Strong documentation, scheduling and stakeholder communication skills, sound probity and governance awareness.

What We Offer

- The opportunity to contribute to meaningful health and aged care services
- A supportive team environment during an exciting period of workforce and system uplift
- Professional development and learning opportunities
- The unique lifestyle and community experience of living and working on Norfolk Island

Remuneration

Remuneration will align with the NIHRACS Enterprise Agreement, this position offers a salary of **\$89,567 to \$120,483** gross per annum (depending on skills and experience), plus 12.5% superannuation and locality allowance.

How to Apply

To apply, please submit applications to HR@health.nlk.gov.nf, including:

1. A statement (maximum 2 pages) outlining how you meet the mandatory requirements and key accountabilities of the role
2. Your current CV or resume, including the contact details of referees (approval must be obtained prior to nominating referees)

For any role specific enquiries, please contact Ayman Ghobrial, Manager Information and Technology Services on Ayman.Ghobrial@health.nlk.gov.nf.

Closing Date: Sunday, 11 October 2026

Please note: Interviews may commence before the closing date, and we may close the position early - so don't wait, apply now!

NIHRACS is committed to building an inclusive and accessible workplace. This includes hiring applicants from a diverse range of backgrounds such as people living with a disability and individuals who speak a first language other than English.