

Position Description – Website and Systems Officer

Updated 30 July 2026

POSITION DETAILS

College/Portfolio	College of Health and Enablement
Organisational Unit	End-of-Life Essentials
Supervisor (Title)	National Project Manager
Classification	Higher Education Officer level 6
Employment Type	Fixed Term, Full time

POSITION SUMMARY

Under broad direction, the Website and Systems Officer will work with the Project Manager, lead investigator and associated team members to contribute to the development and implementation of the deliverables for the project End-of-Life Essentials for Acute Hospitals and Clinicians (EOLE). The project is funded by the Australian Government, Department of Health and Aged Care until June 2030. The EOLE project provides clinically relevant and evidence-based education, training and accreditation resources, implementation tool kits and other web-based resources.

Since 2014 the EOLE project team has built expertise and networks enabling maximisation of the project going forward. Demonstrated project performance is substantial, showing impact to clinical practice around Australia, with engagement of health professionals in all states and territories.

Working under broad direction, the Website and Systems Officer will be responsible for the technical and operational support of the EOLE's digital infrastructure, including website management, learning management system, internal systems and reporting. The role is also responsible for providing support to key stakeholders in accessing EOLE education and systems.

The Website and Systems Officer will work closely on a day-to-day basis with the National Project Manager, Project Leads, wider EOLE project team and external IT teams, encouraging and maintaining the collective teams' commitment, aligning plans and activity to ensure the delivery and achievement of project deliverables.

UNIVERSITY EXPECTATIONS AND VALUES

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All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:

- demonstrate commitment to the University's values of Integrity, Courage, Innovation and Excellence
- demonstrate consistent alignment with the University's strategic priorities through daily decisions, teamwork and behaviours that reinforce the strategic intent.
- contribute to the efficient and effective functioning of the team or work unit to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members, if required, and undertaking other key responsibilities or activities as directed by one's supervisor;
- promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity;
- perform their responsibilities in a manner which reflects and responds to continuous improvement; and
- familiarise themselves and comply with the University's *Work Health and Safety, Injury Management and Equal Opportunity* policies.

Flinders University is committed to providing a safe, respectful and inclusive environment, free from gender-based violence. Appointment to this role is conditional on the completion of required pre-employment checks and declarations, each of which must be satisfactory to the University. This includes a Gender-Based Violence declaration, in accordance with the National Higher Education Code to Prevent and Respond to Gender-Based Violence (2025), and a Nationally Coordinated Criminal History Check.

KEY POSITION RESPONSIBILITIES

The Website and Systems is accountable for:

1. Working with the Lead Investigator, National Project Manager and EOLE team to deliver and meet key project deliverables, ensuring EOLE online education and resources are accessible, updated and maintained to support the delivery of high-quality end of life care to patients in acute hospitals within Australia.
2. System and website maintenance, undertake regular maintenance, updates, and enhancements on the EOLE website and other information systems, including troubleshooting technical issues, providing stakeholder support and undertaking regular reporting.
3. Developing and maintaining effective working relationships with internal and external stakeholders to the EOLE Project and University. This includes engagement and collaboration with health services and health professionals across Australia to improve access and utilisation of EOLE education and resources.
4. Work collaboratively with external Learning Management System (LMS) provider to deliver and established workforce reporting capabilities for health services and embed EOLE education with external learning platforms. This includes providing technical support to stakeholders, troubleshooting and escalating system issues for resolution.
5. Supporting the Project Manager and team to implement activities under the Project/Activity Plan to meet key project deliverables.

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6. Work collaboratively and establish good working relationships with members of the EOLE, across the University, other National Palliative Care Project and other key project collaborators.
7. Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Completion of a degree with subsequent relevant experience; or and equivalent combination of experience and/or education and/or training.
- Proficiency with a range of computer applications, information systems, and relevant technologies (e.g., Microsoft 365 suite, CRM systems, web development tools).
- Excellent verbal and written communication skills to provide clear explanations and advice to non-technical users.
- Ability to troubleshoot and resolve complex technical issues in a timely manner.
- Experience in liaising, engaging and developing effective working relationships and networks with a wide range of management, staff, education specialists, software developers and stakeholders (e.g. hospitals).
- Well-developed interpersonal skills and the ability to work cooperatively in a team context and with internal stakeholders.
- Significant problem-solving capabilities and organisational skills with the ability to work independently to determine and prioritise tasks and meet deadlines.
- Willingness to learn new technologies and adapt to changes in job roles and responsibilities.
- *Demonstrated experience and innovation using e-learning platforms for teaching purposes (desirable)*
- *Experience in the design and delivery of online learning (desirable)*
- *Knowledge and experience in working in the project field of end-of-life care in acute hospitals (desirable).*

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