

HR System Release Manager

About this role

The myPATH Release Manager is responsible for planning, coordinating, and governing the release of changes across myPATH. The role ensures releases are delivered safely, predictably, and with minimal disruption by establishing clear release schedules, readiness criteria, controls, and communications.

Working closely with product owners, technology teams, vendors, business stakeholders, HR specialists and business partners, and operational leaders, the role coordinates release scope, sequencing, testing, approvals, deployment, and post-release review. Through disciplined planning, transparent reporting, and proactive risk management, the role strengthens release capability, supports effective change adoption, and drives continuous improvement in release practices.

The role operates with a high level of independence and does not have direct people management responsibility. The role reports to the HR System and Business Solutions Lead.

Key responsibilities

- **Own and maintain the integrated release calendar** across relevant systems and platforms, coordinating dependencies, sequencing, environments, resourcing, and business constraints to support predictable delivery.
- **Coordinate end-to-end release planning and governance** by confirming scope, milestones, entry and exit criteria, approvals, implementation plans, and accountabilities for each release.
- **Assess release readiness and manage risk** by monitoring testing, defects, data readiness, change impacts, operational preparedness, security, compliance, and rollback arrangements, escalating issues where required.
- **Lead release communications and reporting** by providing clear schedules, status updates, decisions, risks, dependencies, deployment notices, and outcomes to technical and business stakeholders.
- **Facilitate deployment and post-release activities** including go/no-go decisions, implementation coordination, hypercare, incident triage, handover to support teams, and post-implementation reviews.
- **Maintain release controls, records, and assurance** to support auditability, traceability, segregation of duties, and compliance with organisational policies, change management processes, and agreed standards.
- **Drive continuous improvement in release management** by analysing release performance, incidents, defects, and stakeholder feedback, and implementing improvements to processes, tools, metrics, and ways of working.

- **Engage and influence stakeholders across business and technology teams** to resolve competing priorities, clarify accountabilities, support adoption, and maintain alignment on release outcomes.

Qualifications & experience:

Essential

- Qualifications in Information Technology, Business, Project Management, or a related discipline, or equivalent experience.
- Demonstrated experience managing releases across complex enterprise systems, digital platforms, or technology environments.
- Strong planning and coordination skills, with the ability to manage multiple releases, dependencies, priorities, and stakeholders concurrently.
- Proven experience applying release, change, deployment, testing, and service transition disciplines within structured governance frameworks.
- Strong interpersonal and stakeholder engagement skills, with the ability to influence without authority and communicate effectively with technical and non-technical audiences.
- Demonstrated capability in identifying, assessing, and managing release risks, issues, defects, and operational impacts.
- Strong analytical and reporting skills, including the ability to interpret delivery data, track release performance, and translate insights into practical improvements.
- Proficiency in Microsoft Office Suite (Excel, PowerPoint, Outlook and Word) and experience using release, service management, or delivery tools.
- Demonstrated commitment to continuous improvement, service excellence, and safe, reliable change delivery.

Desirable

- Experience with enterprise HR, payroll, workforce management, or other business-critical platforms such as Dayforce or Optima.
- Knowledge of ITIL, Agile, DevOps, change management, and software development lifecycle practices.
- Experience working in aged care, disability, community services, or similarly complex and regulated sectors.