

POSITION DESCRIPTION

Position Title	Salesforce System Administrator
Time Commitment	Part time (0.6 FTE), permanent
Location	Level 4, 333 Queen St, Melbourne. Hybrid WFH and office model.
Award Classification	SCHADS 5
ABOUT THE ORGANISATION	
<p>WHO ARE WE? IWDA is an Australia based organisation, resourcing diverse women's rights organisations, primarily in Asia and the Pacific, and contributing to global feminist movements to advance our vision of gender equality for all.</p> <p>VISION Gender equality for all</p> <p>PURPOSE To defend and advance the rights of diverse women and girls</p> <p>VALUES Feminist, Accountable, Collaborative, Transformative</p> <p>Strategic Goals 2025:</p> <ol style="list-style-type: none"> 1. Resource and contribute to a resilient and vibrant feminist movement, primarily in the areas of freedom from violence and power, leadership and civic space 2. Promote systemic change towards gender equality for all 3. Build a resilient and relevant feminist organisation <p>We resource the work of diverse women's rights organisations, enable them to be more effective by providing support that goes beyond money, and we make our own contributions to feminist movements through advocacy, knowledge creation and translation.</p> <p>As part of this contribution, we take actions to decolonise our approach to feminism and development. We want to become the best we can be at the partnerships across the Majority and Minority worlds. This means we seek to understand and leverage our locational power so that we know when to:</p> <p>STEP UP and use our power to leverage resources and access for women's rights organisations, and make our own contribution to feminist movements</p> <p>STAND WITH feminist movements in solidarity and amplify the work of global south actors</p> <p>STEP BACK when others are better placed to take the lead</p> <p>SIT WITH uncertainty, embrace communal learning and deep listening, and accept that time is needed to collectively discern the best course of action.</p> <p>Our Strategic Plan 2025 outlines a third way between the models of women's funds and international development NGOs.</p> <p><i>International Women's Development Agency (IWDA) has an EO exemption (H69/2022) and requests applications from people who identify as women only (including cis or trans).</i></p> <p><i>IWDA welcomes people with different skills and life experiences, and encourages women from culturally and linguistically diverse backgrounds, women with disabilities and First Nations women to apply. Preference will be given to applicants who have experience in, or strong community ties to, one of the countries in which IWDA supports partners.</i></p> <p><i>Any offer of employment will require a National Police Check and endorsement of IWDA's Child Protection Code of Conduct. All applicants must be legally entitled to live and work in Australia.</i></p>	

POSITION SUMMARY

Working in collaboration with teams across IWDA, the Salesforce System Administrator takes ownership for administrating Salesforce CRM and associated packages; provisioning of technical support training to key staff; and contributing to digital transformation and platform consolidation processes.

The Salesforce System Administrator's technical skills and understanding of usability are key in driving the success of the platforms across our workforce, and to deliver high quality donor stewardship. As an important enabler to staff, the Salesforce System Administrator will demonstrate initiative and a consultative approach, working with Managers to ensure systems are running smoothly and meeting organisational needs, as well as recommending updates to the infrastructure or system processes.

The Salesforce System Administrator will also be involved in ongoing projects which will contribute to the organisation's digital transformation, consolidation of platforms and streamlining of processes.

KEY RELATIONSHIPS

Reports to:	Operations Manager
Internal:	Senior Operations Coordinator, Resource Growth & Communications team, Finance team, Executive Leadership Team
External:	Consultants, Salesforce Partners, Salesforce Developers

KEY RESPONSIBILITIES

1. Salesforce Administration

- Manage all administrative functions including: user maintenance/managing profiles; modification of page layouts; generation of reports and dashboards, process builders and validation rules, and other routine tasks
- Configure objects, fields, layouts and ensure alignment with business requirements and existing security structure
- Automate processes where possible using Salesforce flows, validation rules, and Non-profit Success Pack (NPSP) features, such as engagement plans and levels
- Work with relevant teams to maintain strong relationships and communication, as well as understand and respond to business needs
- Provide training and support to colleagues on the creation of reports and performance dashboards to track and analyse key business metrics
- Provide relevant and timely information and insights to colleagues to support data led decision making

2. Salesforce Governance

- Manage governance of Salesforce, including system rules and processes based on business rules and processes provided by the team
- Manage integrations and user access to associated packages, such as Raisley, Conga, Ortto, Stripe, CloudAlly, Move Data, Demand Tools Overseer
- Document, maintain and deploy system rules and processes
- Maintain data health reports and provide recommendations on maintaining data integrity
- Plan ahead for upgrades, seasonal releases and long-term projects
- Maintain relationships with Salesforce developers, consultants and partners
- Support financial audit with reporting and documentation as required
- Maintain current knowledge of data and security best practices

3. System and Process Improvement

- Train and support staff of all levels in the use of Salesforce CRM - and develop and maintain user manuals
- Commit to ongoing learning and development to provide the best advice and support possible to the organisation
- Support and lead project work as required, including to implement incoming Grant Management in Salesforce to track the lifecycle of a Grant from application to allocation of funds
- Maintain relevant understanding of fundraising best practice to be able to provide specialised support to the Fundraising team

4. Other

- Provide support to IWDA's teams with implementation or maintenance of other systems, as required
- Provide back up to the fundraising team as required from time to time, including processing donations

As with all employees, the role holder will also contribute to IWDA organisational processes as appropriate to their seniority in the organisation. These include: monitoring, evaluation and learning; budgeting, planning and reporting, and organisational culture building, including improving organisational drivers of diversity and inclusion and the continual work towards becoming an anti-racist organisation.

SELECTION CRITERIA

Technical Experience

Essential

1. Salesforce Certified Administrator accreditation (or underway) and 2 years professional experience
2. Demonstrated ability to assess the impact of new requirements on Salesforce and other systems
3. Strong knowledge of data and security best practices
4. Demonstrated ability to meet deadlines and to handle and prioritise simultaneous tasks
5. Creative and analytical thinker with strong problem-solving skills
6. Solid stakeholder management experience
7. Demonstrated success supporting change management processes

Desirable

8. Experience working in a fundraising environment using Salesforce NPSP
9. Understanding of fundraising best practice
10. Experience managing technical projects
11. Understanding of Agile Methodology
12. Experience in using Salesforce Trailblazer to assign trainings to users
13. Experience working with other systems such as NetSuite

Behavioural Competencies

- Valuing Diversity
- Empowerment
- Managing Work & Quality
- Acting with Transparency
- Building Trusting Relationships
- Collaborating for success
- Learning, Improving & Adapting
- Judgement & Decision Making

GENERAL CONDITIONS

All IWDA staff and volunteers are required to:

- Support and demonstrate IWDA's Values and Behavioural Competencies
- Act at all times in accordance with IWDA's Code of Conduct and Policies

- Act at all times in accordance with IWDA's Child Protection Policy and Code of Conduct
- Undertake police check prior to commencement and every two years thereafter
- Comply at all times with IWDA's Occupational, Health, Safety & Wellbeing Policy and practices

TRAVEL REQUIREMENTS

Not applicable