



canteen
www.canteen.org.au

Are you professional enough
to work at CanTeen?



Are you free-spirited enough
to work at CanTeen?



Information Pack

Salesforce Administrator & Database
Manager - Sydney

About CanTeen

We get it. Just when life should be full of possibilities, cancer crashes into a young person's world and shatters everything.

We help young people cope with cancer in their family. Through CanTeen, they learn to explore and deal with their feelings about cancer, connect with other young people in the same boat and if they've been diagnosed themselves, we provide specialist, youth-specific treatment teams.

By feeling understood and supported, young people develop resilience and can rebuild the foundations that crumbled beneath them when cancer turned their life upside down.

No matter which role you are in, working for CanTeen is how **you** can be the difference.

Life at CanTeen

CanTeen is one of the most highly regarded not for profits in Australia with one of the most recognisable brands across the country (who doesn't know about the bandanna!). CanTeen is also a finalist in the 2018 Australian HR Awards – Employer of Choice (Public Sector & NFP) Category.

Working for CanTeen is an inspiring, rewarding and purposeful experience that really enables you to be at your best. CanTeen has a passion for all things people, and as well as a range of benefits including 5 weeks of annual leave, additional 3 days of gifted leave over Christmas, flexible working, dog friendly organisation, tax-effective salary packaging scheme, mobile phones and an in-house leadership program, we are continually working on ways to make CanTeen an even better place to work. We have a culture we are proud of, and want to find more people who share our commitment, enthusiasm and passion!



Through our regular staff engagement surveys, we know that CanTeen is fortunate to have one of the most passionate and committed workforces in Australia!



What's this job all about?

Title:

Salesforce Administrator & Database Manager – Sydney, NSW

The nuts and bolts:

Permanent, Full Time Position

Job summary:

CanTeen have recently migrated to **Salesforce Non-profit Success Pack (NPSP)** for our Customer Relationship Management (CRM) database and are currently in the process of migrating our young members into a new **Case Management System (CMS)**.

This new role will be responsible for overseeing and executing the **day-to-day configuration, support, maintenance and improvement of our Salesforce Not for Profit Success Pack (NPSP)** and integrations with other key platforms, including our new Client Management System (CMS).

The successful candidate will have an opportunity to hone and expand their skills across diverse areas, including but not limited to; **Salesforce Administration, Business Analysis, Database Management, and Operational Support**.

This is an **exciting new role** that will allow you to improve processes within CanTeen and help leverage the power of Salesforce for the organisation!

Is this you:

We are looking for a **highly motivated team player** with an ability to move projects forward with independence and autonomy.

The ideal candidate will have:

- Extensive **database management** in Salesforce with a strong understanding of the platform
- A current **Salesforce Certification** (Salesforce Admin 201)
- Excellent **interpersonal skills** with the ability to effectively communicate to a non technical audience
- Ability to **find and implement solutions** to challenges that arise in achieving **fundraising goals**
- Methodical, logical and organised with a **detail-orientated mindset**
- Ability to **work well in a team** and **build strong relationships**
- Strong **customer focus** and **relationship building** skills
- Enthusiasm and a **"can do" attitude**

Closing date info:

Interested? Apply now! Applications will close on the **17th April 2019**.

Please apply on the CanTeen website at www.canteen.org.au/about-us/careers/ or email written applications with a covering letter to careers@canteen.org.au.

Working Relationships

Reports to: IT Director

Positions reporting into this one: Data Coordinator

Key working relationships: Marketing & Fundraising Team, National Office staff, Division staff, CanTeen supporters, external suppliers and stakeholders.

Role Specifics

Duties and areas of responsibility

- Serve as the senior system administrator for our SFSC environment with 150+ users
- Oversee all administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks
- Complete regular internal system audits and exception reporting
- Maintain data management and integrity across Salesforce
- Ensure data issues are identified and root causes addressed
- Manage data feeds and other integrations
- Coordinate the evaluation, scope and implementation of new system enhancements
- Assist in training of new users, and grow the Salesforce skill set across CanTeen
- Create knowledge base materials dedicated towards operational efficiency and empowering our Salesforce user community to achieve best practice

Selection Criteria

Experience

- 3- 5+ years of relevant Salesforce Administration experience
- Current Salesforce Certifications (Salesforce Admin 201)
- Previous experience in Salesforce NPSP desirable
- Strong understanding of the SFSC platform, with the ability to build custom objects, formula fields, workflows, custom views, and other content of intermediate complexity
- Strong understanding of Salesforce Data Model, best practices and functionality
- Experience with Campaign Monitor and other marketing automation technologies will be highly regarded

Knowledge/Skills

- Demonstrated ability to meet deadlines, handle and prioritise simultaneous requests, and manage laterally and upwards
- Creative and analytical thinker with strong problem-solving skills
- Strong verbal and written communication skills with ability to effectively communicate to a non-technical audience
- Commercial acumen & the ability to build strong internal relationships
- Ability to critically evaluate information gathered from multiple sources
- Understanding of database concepts and data management (RDBMS)
- SQL knowledge to identify, troubleshoot and fix data issues
- Detailed understanding of integration technologies and concepts

Selection Criteria Continued...

Personal qualities

- Methodical, logical and organised with a detail-oriented mindset;
- A strong customer focus and relationship-building skills;
- A warm, friendly and professional manner;
- A self-starter, a disciplined and determined approach;
- Enthusiasm and a “can do” attitude, including the ability to find and implement solutions to challenges that arise in achieving fundraising goals;
- Desire to work for CanTeen, affinity with our Mission, desire to work with young people;
- Team player and a willingness to assist beyond your role when required

Hours of Work

Due to the nature of CanTeen's work, you will be required to work weekends and evenings on a regular basis. Advance notice will be given when this is the case, and CanTeen does have a Time off in Lieu policy for taking leave when hours in excess of the standard working week are worked.

Pre-Employment Checks

As CanTeen's work involves employees being in direct contact with children and young people, employees are required to complete police and working with children checks, relevant to the State in which they will be employed.

CanTeen will conduct at least two reference checks on successful applicants, and may also require proof of any professional qualifications stated on an application.

General Information

All employees are required to adhere to CanTeen's Human Resources Policies during the course of their employment.

CanTeen is an equal opportunity employer.

