

# Position description

<b>Title</b>	<b>Salesforce System Admin (IT0016)</b>
<b>Reports to</b>	<b>Manager, Digital Delivery</b>
<b>Classification &amp; Salary</b>	<b>SCHADS 7</b>
<b>Employment Status</b>	<b>Permanent Full Time</b>
<b>Work Location</b>	<b>La Trobe Street Head Office</b>
<b>Date</b>	<b>March 2025</b>

## **Good Shepherd Australia New Zealand (GSANZ)**

Our 2023-2027 strategy outlines the world we want to see and our role in advancing it. We aspire for all women, girls, and families to be safe, well, strong, and connected. We strive for equity, dignity and social justice for women, girls and families by collaborating globally and acting locally, supporting our communities in Australia and New Zealand to thrive.

We want women, girls and families to live full and dignified lives, have dignified income and enjoy financial wellbeing. We aim to provide place-based, people-centred, holistic services while working at the system level to achieve bold and audacious reform. We currently offer microfinance programs and products, financial counselling and coaching, family and domestic violence support services, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and strong advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Good Shepherd employees are committed to inclusive practice that responds to the specific needs, context, and circumstances of service participants. We embrace the diversity and intersectionality of individuals and recognise a person's right to a unique identity comprising culture, language, ability, community, gender, sex, sexual orientation and lived experience.

## **Role Purpose**

As a member of the Digital & Technology team, the Salesforce System Administrator is responsible for designing and developing highly valuable digitally enabled services that GSANZ relies on to support our clients.

The Salesforce System Administrator is responsible for supporting the end-to-end design, delivery, and continuous improvement of digital processes that enable the organizational processes at GSANZ. The Salesforce System Administrator collaborates with the broader digital team, and key business stakeholders to identify and design digital experiences to augment processes, ensuring that these processes are then delivered effectively and meet the business needs, aligning with agreed-upon service levels.

This role involves process design, visualization, technical design, configuration of digital platforms and process measurement while ~~coordinating~~ collaborating with cross-functional teams, engaging with stakeholders, and optimizing resources.

This role reports directly to the Manager, Digital Delivery and will work closely with the broader digital team, and key business stakeholders across the organisation

## **Key Responsibilities**

### **Digital Process Design**

- Engage with key stakeholders to define and design digital processes that augment organisational capabilities through discovery sessions.
- Support refining the GSANZ discovery approach, establishing strong outcome design patterns and methods.
- Deliver technical design to complement process designs, working with Service Owners and technical team members, including solution design, data definition, and flow designs.
- Manage user experience design and development.
- Define and design services that leverage SaaS cloud platform capabilities.
- Support and design initiatives to aid automation and AI

### **Salesforce Administration & Platform Ownership**

- Act as a Salesforce System Administrator, ensuring platform stability, performance, security, and scalability.
- Configure and maintain Salesforce objects, fields, record types, page layouts, validation rules, flows, approvals, and automation.
- Manage Salesforce user access, roles, profiles, permission sets, and security controls in line with GSANZ governance and privacy requirements.
- Support Salesforce environment management including sandbox strategy, release management, deployment planning, and coordination with vendors or internal delivery teams.
- Monitor platform usage, data quality, and adoption, implementing improvements to optimise user experience and business value.
- Maintain Salesforce documentation including configuration decisions, data models, and admin runbooks.

### **Digital Process Management**

- Maintain a library of process models that articulate how GSANZ delivers its services.
- Establish and measure process KPIs to drive continuous improvements.
- Translate business process changes into Salesforce configuration and automation improvements.

### **Digital Process Implementation**

- Configure and deliver customisations through the Salesforce platform to deliver digital experiences.
- Design and implement Salesforce Flows, validation logic, and declarative automation to support end-to-end service delivery.
- Ensure quality service transition planning, including user training, quality assurance, and configuration management.
- Provide Level 2/3 support for Salesforce-related processes and implementations, identifying underlying causes and remediation options.

### **Digital Process Improvement and Innovation**

- Support delivery management for service enhancements within an agile environment.
- Drive innovation through identifying opportunities for digital services and experiences.
- Continuously evaluate Salesforce features and releases to identify opportunities for automation, efficiency, and improved client outcomes.

### **General Duties:**

- Other duties as required and within the capability of the classification and the incumbent's skills and experience.
- Inter and intrastate travel may be required from time to time.

### **Responsibilities of Good Shepherd Employees**

#### **Strategy**

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan.
- Contribute to development of team plan.
- Demonstrate understanding of social justice and community capability building concepts.

#### **People**

- Demonstrate commitment to own learning and development.
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework.
- Participate actively in regular formal supervision.
- Share knowledge and practice insights with colleagues.
- Take responsibility for own wellbeing.

#### **Clients**

- Deliver best practice service to clients in line with agreed goals/contribution.
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice.
- Maintain a client-centred approach to service delivery at all times.

#### **Service Delivery and Operations**

- Deliver all services in line with service standards and program procedures.
- Maintain accurate data, information and reporting at all times.
- Maintain agreed service level agreements.
- Provide timely reporting in line with department requirements.
- Other duties as reasonably required.

#### **Stakeholders**

- Liaise effectively with referral network.
- Work collaboratively with other service providers to deliver valued outcomes for clients.
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments.

#### **Compliance**

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times.
- Maintain agreed quality standards.
- Maintain OH&S standards at all times.

### **Qualifications, Experience and Mandatory Requirements**

- Demonstrated hands-on experience as a Salesforce Administrator in a complex organisational environment.

- Salesforce Administrator Certification (ADM-201) required or strongly desirable, advanced certifications advantageous.
- Minimum two (2) years' experience in an equivalent role.
- Experience designing, delivering and optimising digital experiences direct to clients and within organisations.

### **Desirable Skills, Qualifications and Attributes**

- Strong understanding of Salesforce data models, security architecture, and declarative automation tools.
- Experience delivering and deploying Salesforce solutions
- Facilitation of discovery and requirements clarification through engaging discovery methods for functional and non-functional needs.
- Ability to take ambiguous ideas and form them into digitisable outcomes.

### **Key Selection Criteria**

1. Salesforce and/or other related Technology qualifications
2. Proven experience designing and delivering Salesforce solutions
3. Analytical mindset with strong problem-solving skills
4. Excellent communication and interpersonal skills, with the ability to collaborate effectively with various stakeholders.
5. Strong facilitation skills, effective communication, and the ability to build and maintain positive relationships with various stakeholders to ensure successful management of priorities and outcomes

### **Values & Behaviours**

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

### **Value of each person | Reconciliation | Justice | Zeal | Audacity**

#### **Additional information**

##### **Employment is subject to:**

- Relevant Qualifications/Registration Name.
- A current national Police Record Check.
- A current Employee Working with Children Check (WWCC) or state equivalent.
- Proof of the right to work in Australia.
- You may be required to obtain particular vaccines or immunisations in order to perform the inherent requirements of this position. This Includes but Is not limited to the COVID-19 vaccine/Immunisation.

**The above requirements will need to be supplied and verified prior to commencement.**

**Work Health and Safety (WH&S):** All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

**Pre-existing injury:** The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

**Equal opportunity:** Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

**Child Safe Employer:** Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

**Cultural competency:** Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

**Salary packaging** is available to all employees.

**Workplace location** - The designated work location for the incumbent is the GSA NZ office situated at 485 La Trobe Street, Melbourne. A minimum expectation of four days per week at the office is set, and flexibility in work arrangements is negotiable, contingent upon mutual agreement and alignment with the organisation's operational needs.

#### **Travel and Location**

The incumbent will undertake travel as necessary to discharge the position duties or as required by the Company. No additional remuneration is payable in respect of travel.

*Good Shepherd Australia New Zealand (GSA NZ) respects the dignity of all people, draws strength from, and celebrates the diversity of our community. At GSA NZ, we strive for an inclusive culture where Aboriginal and Torres Strait Islander people, people of all sexual orientations and gender expressions and identities, people with disability, and culturally and racially marginalised people feel safe and that they belong.*