

POSITION DESCRIPTION

ORGANISATION INFORMATION

Position title	Salesforce Administrator	Position type	6 months Fixed Term (1 August 2026 to 1 February 2027)
Reports to	Leads Systems Manager	Hours per week	38 (full time)
Team	Technology, Data & AI; Business Performance & Optimisation	Award classification	SCHADS Level 4
Direct reports	Nil.	Budget	Not applicable
Date reviewed	July 2026	Out of Hours Working Requirement	Low

About Plan International Australia

Who we are. What we do.

We are the world's leading organisation dedicated to girls' equality.

We believe when we invest in girls, everything changes - their families, communities and entire nations rise. We tackle the root causes of inequality, support communities through crisis, and shift money, power and influence toward girls and the local organisations closest to them.

We are evolving. We are becoming a catalyst for change - mobilising evidence, influence and investment that strengthens those closest to the issues, rather than simply delivering programs ourselves. This is the world you will help us create.

What does it feel like to work here?

- You will get up each day knowing your work helps create justice and equality for girls.
- You'll feel part of a broader team - beyond just the people you work with every day - because we see that creating change for girls takes all of us, working as one interconnected organisation.
- You'll give and receive quality feedback and help build feedback loops across the organisation.
- You'll find strength in our diversity, inclusiveness and mutual respect.
- You're empowered to make decisions within your remit - consulting those with a stake, and escalating when high-risk or hard to reverse.

How you will bring your best to this role:

- You will demonstrate a deep commitment to equality, human rights and gender justice in all you do.
- You will challenge power dynamics and processes that are unjust.
- You will share power and seek out the strengths of colleagues, while holding clear accountability for your areas of responsibility. You will work beyond traditional team boundaries, enjoying collaboration and coaching over directing.
- You will embody self-awareness and the courage to be vulnerable.
- You will embrace using AI and technology responsibly and ethically to help us work smarter and deliver more for girls.
- You will look for ways to evolve our ways of working.
- You will demonstrate a deep commitment to child protection and safeguarding in all you do.

How this role contributes to the strategy

We know that investing in girls is the most powerful investment the world can make - when girls rise, their families, communities and nations rise with them. Our strategy turns this belief into action through a simple but powerful cycle: when we build the evidence and influence that makes the case for investing in girls, we attract the resources that fund real impact - and that impact strengthens our evidence and influence in turn. Each part reinforces the others, and every role plays a part.

This role is a hands-on specialist keeping PIA's enterprise systems running well day-to-day. It ensures our CRM (Salesforce, the largest and most complex platform) and other business systems are configured, maintained and improved to support fundraising, impact, finance and organisational operations. From user support to system updates, from data hygiene to small improvements that make everyday work easier, this role helps a leaner organisation get more from the technology it depends on.

Key responsibilities and accountabilities

Enterprise systems administration

- Administer and maintain PIA's enterprise systems day-to-day, with deepest specialism in CRM (Salesforce).
- Provide administrative support to other enterprise platforms (finance, HR, program and integration platforms) as directed by the Lead Systems Manager.
- Manage user access, licenses, service quotas and permissions across systems.
- Monitor platform updates and releases; support timely and low-disruption deployment.
- Maintain synchronised test and production environments; support effective backups and system health.
- Ensure production environments are aligned with industry best practice.

Configuration and continuous improvement

- Deliver configuration changes, minor enhancements and small improvements to enterprise systems in line with the technology backlog set with business product owners.
- Identify opportunities to simplify and automate repetitive tasks - reducing manual effort across the organisation.
- Build and optimise automations (e.g. Salesforce Flow or equivalent tools in other systems).
- Support the Lead Systems Manager on integration and larger enhancement work.

Data hygiene and quality

- Conduct data hygiene activities within enterprise systems - cleaning, standardising and maintaining data quality.
- Perform bulk data imports, exports and updates as required, in line with change and privacy protocols.
- Partner with the Data & Intelligence Manager and Data Analyst on data quality initiatives and cross-system data flows.

User support and enablement

- Serve as a first point of contact for user questions on CRM and other enterprise systems.
- Provide training, guidance and documentation to help colleagues use systems effectively.
- Maintain up-to-date documentation of system configurations, processes, user guides and administrative protocols.
- Identify opportunities to expand or improve how users interact with systems.

Change and continuity

- Support change management protocols so enhancements and updates are tested, appropriately communicated and documented as well as deployed with minimal disruption.
- Document work as it is done so systems are not dependent on any single individual.
- Support the Lead Systems Manager on projects, contractor onboarding and specialist engagements.

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Connections

Our strategy depends on connected ways of working - integrating effort across teams. No single team delivers our ambition alone.

This role holds the following connections, each essential to delivering our strategy:

- **Within the Technology, Data & AI team** - reports to the Lead Systems Manager; partners with the Data Analyst on data hygiene and imports, and with the Infrastructure & Security Manager on user access and system security.
- **With the CRM product owner and Fundraising team** - supports CRM configuration, campaign setup and user needs.
- **With Finance, Organisational Development & Culture, Impact and other business teams** - supports system administration for the platforms they use.

Ways of working

- Actively model connected, collaborative ways of working across teams.
- Hold and strengthen the key connections identified above.
- Share power and decision-making; seek out and build on the strengths of colleagues.
- Openness to using AI and new technology responsibly and ethically to further our mission by embracing tools that help us work smarter and deliver greater impact for girls.
- Model feminist leadership principles in behaviour and practice.
- Demonstrate commitment to shifting power and resources toward girls and local partners.

What you'll bring (key selection criteria)

Skills and experience

- Demonstrated experience as a Salesforce administrator.
- Working knowledge of CRM core components (configuration, user interface, data model, reporting and dashboards).
- Demonstrated experience using Salesforce Data Loader, Import Wizard, or similar bulk data tools. You should be comfortable managing large Excel/CSV files.
- Experience with Salesforce Flow.
- Comfort learning and administering multiple enterprise systems; interest in broadening beyond a single platform.
- Proactive approach to exploring new functionalities, tools and best practices.
- Good communication skills; able to translate technical concepts for non-technical colleagues.
- Strong organisational skills; able to manage multiple tasks and prioritise effectively.
- Understanding of privacy and data protection obligations (Australian Privacy Principles).

Desirable:

- Salesforce certifications (e.g. Administrator, Advanced Administrator, Platform App Builder).
- Working knowledge of Marketing Cloud, Experience Cloud and telephony integrations.
- Experience with payment gateways (e.g. Stripe) and payment platform integrations.
- Familiarity with CI/CD and change management practices for Salesforce.
- Familiarity with Payment to Us package and Nonprofit Success Pack (NPSP).
- Basic coding proficiency (Apex preferred), including SQL, SOQL or SOSL queries.

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Connection and collaboration

- Demonstrated ability to work effectively across team boundaries and join up work between functions
- Experience holding shared accountabilities and managing handoffs between teams
- Ability to build productive working relationships with colleagues across the organisation.
- Comfort working with external suppliers and vendors where required..

Values and ways of working

- Demonstrated commitment to gender justice, feminist leadership and sharing power
- Willingness to work in connected, collaborative, non-hierarchical ways
- Adaptive mindset – comfort with change, ambiguity and evolving ways of working.
- Commitment to child protection and safeguarding.

How will you know it's going well? (key performance indicators)

Delivery

- Enterprise systems are stable, well-maintained and continuously improving.
- User access, licenses and system configurations are well-managed; issues are resolved promptly.
- Data hygiene is strong; bulk imports and exports are executed accurately and safely.
- Small enhancements and automations are delivered to reduce manual effort.
- Documentation is current; the organisation is resilient to leave, transition or absence in this role.
- Colleagues experience the role as helpful, responsive and knowledgeable.

Connections

- Colleagues know how to reach the role and get value from it.
- Handoffs to and from the role are clean; contributions are timely.

Ways of working

- Power is shared and the strengths of colleagues actively sought, balanced with clear accountability
- Organisational ways of working practices are completed and contributed to actively
- Feminist leadership principles modelled and embedded
- Contribution to a connected, collaborative organisational culture.

Who you'll work with externally

External connections:

- Salesforce and other platform vendors and their partner networks.
- Third-party technology suppliers as required.

Safeguarding, Gender Equality and Inclusion

Safeguarding, gender equality, inclusion and anti-racism are central to who we are and how we work. We take seriously our responsibility to ensure that we, and anyone who represents us, does not harm, abuse or commit any act of violence against the people we work with - including children, young people, and all participants and partners. Upholding these standards is the responsibility of everyone at Plan International Australia.

Everyone is expected to:

- Demonstrate a commitment to safeguarding, gender equality, inclusion and anti-racism.
- Complete and maintain mandatory Safeguarding and GEI training.

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- Apply our safeguarding and GEI policies, standards and values in their work.
- Contribute to a safe, equitable, inclusive and respectful culture.

Specific responsibilities for this role:

- Handle personal, participant, donor, financial and employee data with care within enterprise systems.
- Ensure bulk data operations meet privacy and security standards.
- Support access control arrangements within systems in partnership with the Infrastructure & Security Manager.
- Contribute to an inclusive team culture.

Risk governance

Safeguarding Risk Level	High: – Administrative access to enterprise systems holding sensitive personal, participant, donor, financial and employee data.	
Police Check Required	Yes ☒	No ☐
Working With Children Check Required	Yes ☒	No ☐
Global Anti-Terrorism Screening Required	Yes ☒	No ☐