

DRAFT POSITION DESCRIPTION

Salesforce & Business Systems Administrator



Position Title	Salesforce & Business Systems Administrator
Position Type	Part-time employee (10 hours/week)
Location	Work from home
Department	Shared Services Team

POSITION PURPOSE
The Salesforce & Business Systems Administrator is responsible for the strategic administration, enhancement, optimisation, and continuous improvement of the organisation's Salesforce platform and associated business systems. It plays a critical role in maximising the value of Salesforce and the business system ecosystem by ensuring business systems support organisational strategy, operational efficiency, customer engagement, and data-driven decision-making. The position focuses on building and enhancing business solutions using Salesforce's low-code/no-code capabilities, improving workflows and automation, managing system integrations, maintaining data quality, and ensuring users derive maximum value from the organisation's technology ecosystem. In addition to Salesforce, the role provides oversight and administration of all business systems and other integrated platforms to ensure seamless business operations and a consistent user experience.

KEY WORKING RELATIONSHIPS	
Reports To	General Manager – Shared Services
Direct Reports	N/A
Works With	CEO, General Manager – Purpose Realisation, General Manager - Institute

SELECTION CRITERIA	
Essential Criteria	Desirable Criteria
• A strong passion for leveraging Salesforce to improve business outcomes. • Minimum 3 years' experience administering Salesforce. • Proven experience designing and implementing Salesforce enhancements using low-code/no-code functionality. • Strong experience building Salesforce Flows, automation, reports, dashboards, and business solutions	• Salesforce Advanced Administrator Certification. • Salesforce Business Analyst Certification. • Salesforce Platform App Builder Certification. • Experience with aXcelerate Student Management System.

• Demonstrated experience translating business requirements into practical system improvements. • Strong understanding of CRM systems, customer lifecycle management, and business process automation. • The ability to think strategically while delivering practical solutions. • Excellent analytical and problem-solving capabilities. • Strong communication and stakeholder engagement skills. • High level of attention to detail and commitment to data quality. • Salesforce Administrator Certification or equivalent demonstrated experience. • Demonstrated commitment to professional learning and continuous improvement • A love for dogs and animals, a passion for our mission and a commitment to positive rewards-based animal training. • A commitment to safeguarding vulnerable people. • An ability to work autonomously and within a geographically dispersed national team.	• Experience with Acuity Scheduling. • Additional CRM, database, or business systems certifications. • Relevant qualification in Information Technology, Business Systems, Information Management, or a related discipline, or equivalent professional experience. • Knowledge of APIs, data mapping, and systems integration principles.
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ROLE SPECIFIC RESPONSIBILITIES	
Salesforce Platform Management	
Accountabilities	Key Performance Indicators
• Act as the primary administrator of the Salesforce platform. • Manage the day-to-day operation, maintenance, security, and performance of Salesforce. • Serve as the internal subject matter expert on Salesforce functionality and best practices. • Maintain platform governance, data standards, and documentation. • Manage user accounts, roles, profiles, permission sets, and security settings. • Ensure Salesforce remains aligned with organisational strategy, objectives and evolving business requirements.	• Salesforce availability maintained at >99% (excluding scheduled maintenance). • User access requests completed within 2 business days. • Platform documentation reviewed and updated quarterly. • 100% compliance with security requirements. • Positive user satisfaction within 10% of target.
Salesforce Enhancements & Solution Development	
Accountabilities	Key Performance Indicators
• Gather business requirements from stakeholders and translate them into scalable Salesforce solutions. • Design, build, and deploy system enhancements using Salesforce declarative tools. • Create and optimise flows; screen flows; approval processes; validation rules; formula fields; dynamic	• Delivery of agreed enhancement roadmap milestones within approved timeframes. • Reduction in manual administrative tasks through

forms; custom objects; custom fields; record types; page layouts; dashboards; reports; permission structures. - Continuously improve user experience and system usability. - Develop solutions that reduce manual processes, improve productivity, and enhance customer and student journeys. - Evaluate new Salesforce features and AppExchange products to identify opportunities for business improvement. - Maintain and prioritise a Salesforce enhancement roadmap in collaboration with the Leadership Team.	Salesforce optimisation and automation.
Business Platform Process Improvement & Automation	
Accountabilities	Key Performance Indicators
- Identify opportunities to streamline and automate business processes across the business platforms including aXcelerate, Acuity Scheduling, Xero, WIX, WordPress, 365, Breadwinner, Formstack, JotForm or other system. - Support digital transformation initiatives through effective use of technology and automation. - Monitor system effectiveness and recommend ongoing improvements. - Support digital transformation initiatives through effective use of AI-driven technology and automation.	- Design and implementation of new automation solutions resulting in measurable time savings. - Annual review of existing Flows and automation for optimisation opportunities. - Demonstrated reduction in process bottlenecks and duplicate handling. - Measurable efficiency improvements achieved.
Reporting & Business Intelligence	
Accountabilities	Key Performance Indicators
- Develop and maintain reports, dashboards, and data insights across Salesforce and other business platforms. - Provide timely and accurate reporting to the CEO and leadership team. - Support strategic planning through meaningful data analysis and reporting.	- Reports delivered in line with development roadmap and approved timeframes. - Deliver executive reporting that supports strategic decision-making and operational visibility.
Data Management & Governance	
Accountabilities	Key Performance Indicators
- Ensure the accuracy, integrity, security, and reliability of organisational data. - Conduct regular data audits and data cleansing activities. - Establish and maintain data quality standards. - Manage data imports, exports, migrations, and deduplication processes. - Develop and maintain system documentation, procedures, and governance frameworks.	- Data audits conducted. - Data cleansing activity conducted. - Data quality standards maintained and communicated. - System documentation and frameworks up to date.

User Support & Training	
Accountabilities	Key Performance Indicators
• Provide ongoing support to system users. • Troubleshoot and resolve platform, workflow, and data-related issues. • Develop user guides, documentation, and training materials. • Deliver training and coaching to improve user adoption and capability. • Promote best-practice use of Salesforce and related systems.	• System users supported. • System issues resolved. • Up to date user guides and documentation available. • Training delivered.
Security & Compliance	
Accountabilities	Key Performance Indicators
• Ensure appropriate security controls and access management processes are maintained across all systems. • Conduct regular reviews of user permissions and data access. • Support compliance with privacy, regulatory, and organisational requirements.	• Security controls and access management maintained. • Regular user and access maintenance conducted. • Regulatory compliance maintained.
Other Duties	
Accountabilities	Key Performance Indicators
• Any other reasonable tasks as directed by line manager.	• Tasks completed.

*All KPIs include delivery in a timely and accurate manner.

CORE ORGANISATIONAL RESPONSIBILITIES	
Accountabilities	Key Performance Indicators
• Work Health and Safety	• Demonstrates action taken in identifying hazards, assessing risk, and immediately reports any injury, near miss and damaged equipment or any other hazard observed in the workplace; • Demonstrates duty of care, considers own safety and the safety of others while at work; • Reasonably complies with WHS guidelines and procedures; • Is fully aware of Delta's safety procedures and expectations, and actively participates and contributes; • Participates in the ongoing improvement of the Delta's WHS policy and visibly and constantly supports its implementation; • Practices and promotes Delta's policies by treating fellow staff, volunteers and others fairly and equitably and without discrimination, harassment or bullying; and • Takes pro-active steps in maintaining positive mental health for self and others in the workplace.
• Safeguarding Children, Young People and Vulnerable Adults	• Provides a welcoming and safe environment for vulnerable people; • Promotes the safety and wellbeing of vulnerable people to whom we provide services; • Ensures that interactions with vulnerable people are positive and safe;

	• Acts as a positive role model for children and young people; • Reports any suspicions, concerns, allegations or disclosures of alleged abuse to Delta management; • Undertakes a National Police Check (NPC) and in a child-related role a Working With Children Check (or State-based equivalent) prior to commencing in the role; • Undertakes new NPC's and WWCC's prior to the expiry of current checks, noting that Delta considers expiry of the NPC to be three (3) years from the date of issue; and • Reports to management any criminal charges or convictions you receive during the course of your engagement with Delta that may indicate a possible risk to vulnerable people.
• Animal Welfare	• Complies with the Animal Welfare Act and Regulations of the State or Territory of residence; • Complies with the Animal Management Act of the State or Territory of residence; • Utilises and promotes only positive reinforcement methods of animal training; • Advocates for the needs and welfare of animals at all times; and • Reports any observed incidents in breach of the above.
• Organisational Culture	• Behaves according to the values of Delta; • Promotes and encourages personal growth and effective communication; • Understands, supports, and operates within Delta's policies and procedures; • Maintains a positive and constructive attitude that promotes an achievement focus and continual organisational improvement; and • Continually contributes to supporting the organisation's staff, contractors and volunteers.
• Leadership/Teamwork	• Supports the decisions of Delta Board of Directors and Management; • Displays willingness to assist others, shares knowledge openly, cooperates and supports the others; • Contributes to staff and team meetings and promotes the exchange of information throughout the organisation; and • Regularly meets with the General Manager - Finance to discuss performance, plans and current issues.
• Continuous Improvement	• Always searches for better ways and strives for best practice; • Is receptive and open to feedback; and • Embraces and adapts to change.
• Remote working	• Maintains a dedicated and safe remote working environment; and • Takes due care with the organisation's technology and resources within the remote working environment.
• Flexibility	• Maintains flexibility in working hours as needed in order to meet the needs of the organisation.

APPROVAL

This position description has been reviewed and is considered to accurately reflect the requirements of the role and the organisation.

General Manager – Shared Services:

Date:

I have read and understood this document and agree to perform the duties and responsibilities as listed within the list.

Employee Name:

Employee Signature:

Date: