

## PURPOSE OF THE POSITION

This position is part of our small but multidisciplinary systems and data analysis team. You will provide administrative support to the rollout of a new Salesforce monitoring and evaluation system across our country offices. A key part of your role is to provide support and guidance to new and existing users of our system.

### KEY DUTIES

Work closely with the in-house team to:

- Support the rollout of Salesforce across our program country offices;
- Provide support and training to users to ensure they can use the system effectively;
- Work with the team to develop solutions to business problems;
- Support the ChildFund Pass it Back program team to maintain their high-quality monitoring and evaluation data collection;
- Support a strong integration between programs and fundraising work;
- Maintain our data integrity by doing regular checks and reviews of the data in our system;
- Promote strong safeguarding practices, understand the child safeguarding policy and procedures, and conduct yourself in a manner consistent with the Child Safeguarding Policy.

### QUALIFICATIONS & EXPERIENCE:

- Current Certified Salesforce Administrator credentials;
- Proven ability to work with custom objects and a complex object schema;
- Proficient with Dataloader and Excel
- Advanced report building ability;
- Understanding of Lightning, and Lightning components;
- Detailed understanding of users, roles and permissions;
- Experience with Sales and Service Clouds.

### DESIRABLE:

- Experience working with Conga Quickmerge;
- Salesforce Marketing Cloud experience;
- Experience with PowerBI.

### SKILLS

Ability to execute initiatives within timeframes, plan and organize workload, set priorities and meet performance targets;

Can convey technical information to a non-technical audience;

Able to work as part of a small team and engage with wider user base.

### CHILD FUND AUSTRALIA'S CORE COMPETENCIES

Commitment to ChildFund Australia's values, vision, and mission; Teamwork; Effective communication; Accountability and integrity; Adaptability and flexibility.

**Department:** Systems and Decision Support, Operations

**Location:** ChildFund Australia, Sydney Office Level 8, 162 Goulburn Street, Surry Hills.

**Employment:** Full-time, 9 month fixed term contract

**Reports to:** Head of Data and Innovation

**Other Information:** Must have working rights in Australia

Please apply at: <https://www.childfund.org.au/work-with-us/>





## ORGANISATIONAL CONTEXT

**ChildFund Australia** is an independent and non-religious international development organisation that works to reduce poverty for children in developing communities. We work in partnership with children and their communities to create lasting change by supporting long-term community development, responding to humanitarian emergencies and promoting children’s rights.

ChildFund Australia implements programs with a range of local partners in **Cambodia, Laos, Myanmar, Papua New Guinea, Timor-Leste, Vietnam, and other Pacific nations**, and manages projects delivered by partner organisations throughout Asia, Africa and the Americas. Our work is funded through child and community sponsorship, government grants as well as donations from individuals, trusts and foundations, and corporate organisations.

ChildFund Australia is a member of the **ChildFund Alliance** – a global network of 11 organisations which assists more than 9 million children and families in over 50 countries. ChildFund Australia is a registered charity, a member of the Australian Council for International Development, and fully accredited by the Department of Foreign Affairs and Trade which manages the Australian Government’s overseas aid program.

## HOW WE VALUE YOUR CONTRIBUTION

### Remuneration Package

We aim to provide an overall remuneration package that is attractive and fair. Our remuneration framework ensures that we align to employment conditions and laws, and we benchmark against the local market to ensure we offer competitive employment conditions that are appropriate to our sector.

### Leave

You will have access to 20 days of paid annual leave (pro-rated for part-time employees). You are also entitled to personal/carer’s leave, paid parental leave, long service leave and bereavement leave.

### Flexible Working Arrangement

You will have access to flexible working arrangements. We encourage a culture of flexibility and enable conversation between yourself and your manager about maintaining work-life balance.

### Salary Packaging

You will be eligible to salary packaging. As a Non-Governmental Organisation, our staff are eligible for salary sacrificing. The Australian Taxation Office (ATO) allows us to reimburse you for your personal expenses without having to pay any income or fringe benefits tax that would normally be payable. These tax concessions are in additions to the income tax Free threshold.

### Employee Assistance Program

In case you need help with personal, family or employment related matters you and your family will have access to free external, professional and confidential counselling assistance.

### Learning and Development

Our approach to learning and development will enable you to have the information, skills, and knowledge needed to do your job and to grow in your position. We build the capacity of our people and support you with on-the-job experience, coaching and formal training.

**OUR VISION:** A global community, free from poverty, where children are protected and have the opportunity to reach their full potential.

**OUR MISSION:** We work in partnership with children and their communities to create lasting and meaningful change by supporting long-term community development and promoting children’s rights.

At ChildFund Australia  
you will be contributing  
to every child being able  
to say: “I am safe. I am  
educated. I am heard. I  
have a future.”