



## ALPHA AUSTRALIA

### Salesforce Administrator

#### JOB DESCRIPTION & PERSON SPECIFICATION

<b>Job Title</b>	Salesforce Administrator
<b>Term:</b>	Ongoing
<b>Hours:</b>	Full Time preferred with option for Part time (3 days plus)
<b>Reports to:</b>	Operations Director
<b>Location:</b>	Anywhere in Australia (Preferably Melbourne)

#### ORGANISATIONAL ENVIRONMENT

Alpha began as an introduction to the Christian faith for new Christians attending Holy Trinity Brompton church in central London.

When curate Nicky Gumbel took over the running of Alpha at HTB in 1990, he noticed its appeal to those who would not describe themselves as Christians. Alpha became increasingly popular and, after the first training conference for church leaders in 1993, began running in other churches in the UK and around the world.

Alpha International is a charity that publishes and promotes Alpha worldwide. Today it oversees not only Alpha, but also a range of associated ministries including Relationship Central; Worship Central and the William Wilberforce Trust.

Over 25 million people around the world have now done Alpha. It currently runs in 169 countries and in 112 languages.

#### JOB SUMMARY AND PURPOSE

The Salesforce Administrator, under the direction of the Operations Director, will empower the Alpha team through supporting the effective use of Salesforce in order to multiply the efforts of the team to serve the wider church within Australia.

## KEY JOB RESPONSIBILITIES AND OUTCOMES

### Key Result Areas

1.	Organisational Accountabilities	<ul style="list-style-type: none"> <li>• Operate as a member of the team and contribute to a positive workplace culture across the organisation.</li> <li>• Collaborate with key internal and external stakeholders in support of Alpha Australia's Mission and Vision and comply with Commonwealth and State Legislation.</li> </ul>
2.	Salesforce	<p>Salesforce Administrator experience strongly desired, including:</p> <ul style="list-style-type: none"> <li>• Overseeing flows of work through Salesforce, enabling the team to make the most effective use of Salesforce</li> <li>• Support the team to use complex reports and dashboards, through training and creation</li> <li>• Improvements to data quality processes and oversight of data quality</li> <li>• Permissions management</li> <li>• Overseeing sharing rules, data visibility and role hierarchies</li> <li>• Improvements to page layouts</li> <li>• Management of packages</li> <li>• Interaction with international Alpha salesforce team</li> <li>• Duplicate and Matching rules management</li> <li>• User accounts and profile management</li> <li>• Managing objects and formula fields</li> <li>• Process automation through Flows, Process Builder or Workflow Rules</li> </ul>
3.	Process management	<ul style="list-style-type: none"> <li>• Where appropriate, create and update standard operating procedures</li> <li>• Manage pipelines and processes within Salesforce</li> <li>• Ensure the process of data flow is optimal</li> </ul>
4.	Team building	<ul style="list-style-type: none"> <li>• Operating within Jira request platform along with other team members to help support the rest of the team</li> <li>• Contribute to knowledge management</li> <li>• Partake in training the team through supporting continued professional development</li> </ul>
5.	Budget parameters	<ul style="list-style-type: none"> <li>• Work within the ICT and Operations budget efficiently and ensure all activities fall within budget parameters.</li> </ul>

6.	Reporting / Meetings	<ul style="list-style-type: none"> <li>Identify, analyse, and report on data related to the performance of projects, campaigns, and activities to the NCM Manager as requested</li> <li>Assist with the maintenance of operational and marketing and communications databases and ensure Salesforce provides monthly reports</li> </ul>
7.	Other	<ul style="list-style-type: none"> <li>Occasional checks on content updates in WordPress Alpha registration system</li> <li>Any other duties as directed by the Operations Director commensurate with the scope of this position</li> </ul>

## PERSON SPECIFICATION

### Qualifications, Abilities and Experience

Required Qualifications, Skills and Experience	<ul style="list-style-type: none"> <li>Salesforce experience</li> <li>Trailhead badges</li> <li>Data quality management</li> <li>Good organisational and time management skills, able to manage multiple priorities and projects</li> </ul>
Desirable Qualifications, Skills and Experience	<ul style="list-style-type: none"> <li>Knowledge, experience and understanding of organisational effectiveness and Operations management</li> <li>Understanding of the Australian church landscape</li> </ul>

### Personal Attributes

Essential	<ul style="list-style-type: none"> <li>Highly organised, demonstrating outstanding ability to streamline processes and deliver integrated technology solutions</li> <li>Innovative, enthusiastic, self-motivated, and proactive hands-on approach</li> <li>An eye for detail and seeing where improvements can be made</li> <li>Open-minded and looking for continuous improvement</li> <li>Commitment to the values and mission of Alpha Australia including a desire to reach people with the Gospel of Jesus Christ</li> </ul>
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	<ul style="list-style-type: none"> <li>• Good interpersonal skills and ability to relate well to all levels of the organisation</li> <li>• High attention to detail and commitment to high-quality outcomes</li> <li>• Problem-solving skills</li> <li>• A team player</li> <li>• Well-developed organisational and time management skills along with the ability to be flexible and respond quickly to changing priorities</li> <li>• The ability to relate to and respect people from a variety of churches and faiths.</li> </ul>
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Staff responsibilities may at times be varied by Alpha Australia in order to allow response to operational needs or requirements.

### **CORPORATE EXPECTATIONS**

All staff have the following expectations:

- Contribute to the efficient and effective functioning of the team or work unit in order to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members and undertaking other key responsibilities or activities as directed by one's supervisor;
- Perform their responsibilities in a manner that reflects and responds to continuous improvement; and
- Familiarise themselves and comply with the Institutions Occupational Health and Safety policy.

### **PERFORMANCE MANAGEMENT**

The performance of the Salesforce Administrator will be assessed on a regular basis having regard to:

- The performance of the key responsibilities and accountabilities for this role;
- Service levels and level of satisfaction expressed by key stakeholders;
- Their ability to develop and maintain relations with Alpha Australia National Office staff, other Alpha Australia Staff, and external bodies.