

Job Description



Position Title	Salesforce Specialist	Level	B
Reports to (role)	Head, Development	Career Stream	Professional
Team	Partnerships & Engagement		
Location	The Kids Research Institute Australia, Perth Children's Hospital, 15 Hospital Ave, Nedlands		

PURPOSE OF POSITION

The Salesforce Specialist is an integral part of the day-to-day operations of the Partnerships and Engagement Portfolio, nested in the Development team and will commence their journey at The Kids delivering hyper-care to the Non-Profit Cloud implementation roll out and continuing on into delivering a prioritised program of work and delivering continuous improvements.

KEY RESPONSIBILITIES

Key Responsibilities	Tasks required to achieve Key Responsibilities	Measures
Salesforce Administration and Vendor Relations	- User management (licencing activations and permission sets). - User support & recording in-bound requests. - Maintaining data quality through data analysis. - Maintain vendor relationships. - Maintain and monitor integrations, (including Zapier, Move Data, Click Send, Humanatix, Optimizely etc) - Investigate and troubleshoot identified/reported user issues. - Evaluate Salesforce releases and recommend adoption strategies while assessing impact to business users and processes. - Maintain change log and communicate changes internally. - Maintain documentation of platform design and decisions. - Conduct org health check assessments.	- Day to day integrations is upkeep with minimal to no downtime. - User feedback is acknowledged in a timely manner and recorded for internal review to help continuous improvements.
Project Management and Continuous Improvement	Configure Salesforce objects, workflows and validation rules to support business	Meet the milestones of the NPC & Marketing

	processes while adhering to design philosophy. • Deliver the prioritised Salesforce development program plan to roll out key features eg: Volunteer Management. • Explore and support key users while using new out of the box features for the first time. • Create a continuous training plan for Salesforce platforms. • Coordinate and deliver in-person training across teams for specific use cases. • Create learning materials and knowledge share. • Maintain learning material from major release notes.	Cloud roll out successfully. • Provide continuous industry standard best practice. • Recommendations to end users. • Platform users feel engaged and have regular access to training and resources.
Data Governance and Reporting	• Maintain reports and dashboards as required. • Deliver comprehensive data analytics and reporting across Salesforce platforms. • Identify data integrity improvements.	• Teams able to effectively use reports for reporting, evaluating and refining programs. • Clear identification of audience segments, data.
Technical Support	• Upkeep Salesforce Certifications. • Self – identify in addition to recording feedback and continuous improvements. • Upkeep industry and eco-system knowledge sharing learnings that align with current and future business processes. • Identify any supply chain risks within solution design. • Maintain a holistic mindset to the end-to-end solutions to align with business processes and use cases.	• Able to make educated recommendations and provide supporting evidence to future solutions. • Provide continuous industry standard best practice recommendations.
Workplace Safety	• Take reasonable care for your own safety and health and avoid harming the safety and health of others through any act or omission at work. • Identify and assess workplace hazards and apply hazard controls. • Report every workplace injury, illness or near miss, no matter how insignificant they seem. • Abide by Institute policies and procedures.	• Responsibilities are embedded in work practices. • Hazards are effectively managed or reported. • Accidents and incidents are reported in a timely manner. • All applicable safety policies and procedures are sought.

ESSENTIAL CRITERIA

Qualifications:

Tertiary qualification in relevant field or equivalent experience in the field of information technology Salesforce Admin/Advanced Admin/Platform App Certifications.

Essential Skills, Knowledge & Experience:	• Demonstrated experience managing and administering Salesforce CRM, ideally within a non-profit or similar environment. • Demonstrated experience in supporting data migration. • Proven ability to support and train teams with varying levels of technical literacy. • Ability to build and manage stakeholder relationships, resolving issues and understanding needs. • Ability to contribute to the improvement of current practice and enhance organisational functioning. • Ability to work as a member of a team, fostering the confidence and co-operation of others and providing professional guidance as necessary. • Excellent communication and interpersonal skills, with a collaborative and solutions-focused approach. • Ability to manage competing priorities and deliver high-quality outcomes within deadlines. • Commitment to the values and mission of The Kids.
Desirable Skills, Knowledge & Experience:	• Hands on experience with Discovery framework. • Hands on experience with third-party integrations, Move Data, Raisly, Humanatix. • Hands on experience with marketing cloud, non-profit cloud, ClickSend. • Salesforce Administration Certification. • Previous experience working in or with non-profit organisations.

DIRECT REPORTS	0
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Approved by:	<i>Head, Development</i>
Date approved:	07/09/2026
Reviewed by P&C:	19/08/2026