



Application package

Position title:	Salesforce Administrator (12-month contract)
APS Level:	APS6
Salary package:	Salary package from \$101,310 to \$ 115,732 (includes base salary of \$87,791 to \$100,288 plus 15.4% superannuation)
Position offered:	Full-time / non-ongoing (12-month contract) <i>Flexible working arrangements available including hybrid working</i>
Location	Level 7, 309 Kent St, Sydney CBD <i>Other locations considered</i>
Closing date:	Thursday 3 rd August at 10.00am
Contact Officer/s:	Steven Douek – Executive Manager, Technology
Contact number:	(02) 9432 7003

This application package includes Information on our Agency, the role, how to prepare your application and the selection process.

About the opportunity

The Agency is seeking an experienced Salesforce Administrator to work alongside a small internal team and backed up by outsourced technical resources during the delivery of a significant program of work. Guided by established strategy and under the direction of the Executive Manager responsible for overall technical delivery, the Salesforce Administrator will assist in the day-to-day delivery of Salesforce administration, configuration and support. This role offers a diverse range of work in a purpose-driven workplace that is gearing up for even greater positive influence. The successful applicant will be comfortable in performing multiple different tasks, experienced in creative problem solving and conceptualising solutions, is able to build strong relationships with both the Agency's external customers and internal teams, can communicate clear and actionable requirements.

The team

The Technology Team's purpose is to provide end to end oversight and management of the technical and information systems that underpin and support all data and information requirements for the Agency. This includes management and delivery of stable business as usual operations along with agile enhancement of the core technology services. Additional team goals are to enable increasing efficiency of Gender Equality Reporting data collection systems, ensuring system security and information privacy, tuning scalability, supporting, training Agency staff and ensuring compliance with governing legislation and policies.

About our Agency

The Workplace Gender Equality Agency (WGEA/Agency) is the Australian Government's key agency charged with promoting and improving gender equality in Australian workplaces, through the provision of advice and assistance to employers and the assessment and measurement of workplace gender data.

WGEA is growing, reflecting our ambition to accelerate progress towards workplace gender equality. We are a small unique agency with a big agenda. Read more about the recent WGEA reforms on our [website](#)

At WGEA you will be part of a team of high achievers who are passionate, friendly, and fun. We understand what working flexibly means. We pride ourselves on being a respectful, diverse, and inclusive community. We encourage and welcome applications from people of all genders, Indigenous Australians, people with disability, people from culturally and linguistically diverse backgrounds and mature-age people.

What our Agency looks for

- people who are committed to supporting and delivering change in Australian workplaces (our purpose).
- flexible and adaptable people to meet immediate needs and future challenges.
- team oriented people who have energy and are determined to succeed.
- people who are open, service orientated, accountable, of high integrity, and can operate based on impartial evidence (our Values).

What we offer

We value each team members contribution and offer:

- a culture that is committed to our purpose and getting results, recognises achievements, and values innovation.
- opportunities for team members to work on agency wide projects and encouraging everyone to be adaptable and collaborative.
- flexible working options that empower you to model a working day and/or environment that brings out the best outcomes from you. Whether that is working from our modern offices in Sydney CBD or from home each team member's working day can be different
- attractive salaries and superannuation (15.4%) as well as a range of other benefits.
- a culture and leadership team that believe in diversity and inclusion.

Further information about our Agency is available at www.wgea.gov.au

Position description

Position number:	55672
Position title:	Salesforce Administrator
APS Level:	APS6
Position:	Non-ongoing 12-month contract Full time (<i>Flexible working arrangements available including hybrid and remote working</i>)

The role

The **Salesforce Administrator** will undertake all day-to-day administration responsibilities of the Agency's Salesforce platform. The Salesforce Administrator, working closely with the Agency's Platform Administrator and Business Analyst, serves as proxy for the customer - both internal and external for the functions and operations of the Agency's Salesforce CRM and Reporting portal.

In addition to day-to-day administration, working within an agile culture, the Salesforce Administrator will:

- continuously simplify and improve user experience for internal and external customers,
- improve productivity of the Agency and its staff; and,
- support the growth of the Agency's digital capabilities.

To be a standout candidate for this role you will be able to work with speed and accuracy within an agile team. You will engage and collaborate with a variety of technical and non-technical internal stakeholders. In doing so, you must be comfortable liaising with people from diverse backgrounds and at all levels of a business and have excellent engagement and communication skills.

The successful applicant will be part of significant business transformation initiative currently underway. The multi-year initiative is centred on enhancing the functionality of the Agency's Salesforce Public Sector Services, Customer Community Business Rules Engine and Marketing Cloud Account Engagement, together with MuleSoft, Tableau and Alteryx.

Duties and responsibilities

This position reports to the **Technology Executive Manager** and does not have any direct reports.

The role operates under limited direction and typical expected responsibilities include:

- User account management and administration
- Issues and Problem rectification management
- Agency Reporting Portal support
- Report and Dashboard creation
- System testing
- Server certificate and key management
- License management
- File and data storage management
- Batch creation, scheduling and running

- Archive management
- Program creation and cloning
- Manage backlogs and assist in defining and creating backlog tasks
- Process documentation development and updates management
- Participate in the scrum ceremonies, evaluate project/task progress, and communicate status & risks as appropriate.
- Assist with the delivery of product enhancements and changes, drive success by delivering user satisfaction by the deadline and within the allocated budget.
- Become a technical champion of the solution and advise internal stakeholders on the technical implementation of their requirements to streamline operational processes.

Capabilities

We are seeking an individual with the following skills and capabilities:

- At least two (2) years of experience in the administration of Salesforce (including a sound understanding of Salesforce Public Sector Services, Customer Community Business Rules Engine and Marketing Cloud Account Engagement, together with MuleSoft, Tableau and Alteryx).
- Prior experience with management of ongoing enhancement of CRM, Customer Portals and marketing automation tools, ideally Salesforce.
- A sound understanding of agile processes and ceremonies, including prior experience working with agile delivery practises using scrum.
- Hold current Salesforce Certified Administrator or Advanced Administrator credentials.
- Additional Salesforce certifications such as Platform App Builder, Service Cloud Consultant, Community Cloud Consultant, Pardot Consultant, etc. would be desirable and stand you in higher consideration but are not essential.
- Demonstrated experience with Salesforce Pardot. welcome but not essential.
- Experience in IT project management and a good understanding of relational database model topics, APIs, logical operators.
- An ability to work both independently and as part of a team, taking initiative and exercising sound judgement in resolving matters that may arise as part of normal daily work. This includes taking a proactive approach and personal responsibility for accurate and timely completion of work.
- Ability to demonstrate a principled approach to the APS Values and Code of Conduct
- Baseline Security clearance or the ability to obtain clearance.
- Australian Citizen.

How to prepare your application

Eligibility to apply

To be eligible for this position applicants **are required to be an Australian citizen** and undertake a National Criminal Records Check upon engagement to determine suitability for employment.

Diversity

The Agency values the contributions of people with different backgrounds, experiences and perspectives. You can tell us in your application, or when called in for interview, if you need any adjustments to help you participate equally in the selection process.

Questions about the position

The contact officer is available to answer any questions you have about the position. Their contact details are on page one of this application package.

Lodging your application

Your application should be emailed to **recruitment@wgea.gov.au**

Late applications

Late applications will not be accepted unless exceptional circumstances exist.

Preparing your application

You should include the following information in your application:

- Personal details including your **contact details**.
- A summary of your work experience (**CV/Resume** - maximum 5 pages)).
- A **cover letter/statement** outlining how your skills, experience and qualifications will help you to meet the capability requirements of the role (one page).
- Contact details of **two recent referees** including your current or most recent supervisor (we will seek your permission before we contact your referees)
- Confirmation of your **Australian citizenship**, along your ability to successfully clear a National Criminal Records Check upon engagement.
- Any further relevant information.

Selection Panel

A selection panel (usually three people) will be formed to consider all applications and develop a shortlist of applicants for further assessment via a video interview that includes a short practical exercise reflective of the kind of work the Salesforce Administrator will do.

Availability for interview

We make hiring decisions based on your experience and skills, as well as how you can enhance WGEA and our culture. Please note that interviews are conducted virtually. When you apply, please tell us the pronouns you use and any reasonable adjustments you may need during the interview process.

If you are shortlisted for an interview, you can expect at least two days' notice. If you are not short-listed for interview, you will be notified in writing.

Interviews are planned to occur in **mid-August** with offers expected to be made within two weeks of interview.