

FOODBANK VICTORIA POSITION DESCRIPTION



POSITION	Salesforce Administrator		
DEPARTMENT	Services & Finance		
LOCATION	La Trobe Street		
REPORTS TO	CRM Applications Lead		
DIRECT REPORTS	N/A		
KEY CONTACTS	ICT Team, Chief Operating Officer, Marketing, Fundraising, Corporate Partnerships, Community Partners, Commercial Team		
AWARD & CLASSIFICATION	SCHADS Level 4		
DATE	June 2026	EXECUTIVE SIGNATURE	

ROLE PURPOSE

The Salesforce Administrator is responsible for providing day-to-day administration, support and continuous improvement of Foodbank Victoria’s Salesforce platform.

Working closely with the CRM Applications Lead, this role will assist with user support, data quality, reporting, system administration, training, documentation and configuration activities while contributing to projects that enhance organisational efficiency and impact.

The role will contribute to the ongoing development of Salesforce capability within the organisation, resulting in enhanced user proficiency, improved integration of Salesforce with business processes, and greater organisational effectiveness through the adoption of a range of Salesforce products and tools.

MAJOR ACCOUNTABILITIES

#1: Platform Administration

- Provide day-to-day Salesforce administration and user support.
- Assist with data imports, exports and data maintenance activities.
- Maintain Salesforce security and data integrity standards.
- Support Salesforce Sandbox management activities, including refreshes, testing coordination and deployment preparation.
- Support system testing activities and maintain environment documentation.
- Manage user accounts, profiles, permission sets and access requests.
- Monitor system performance and identify opportunities for improvement.
- Support release and deployment activities.
- Assist with release and change management between Sandbox and Production environments.
- Monitor platform health and proactively identify opportunities for optimisation and improvement.

<ul style="list-style-type: none"> • Manage backups, system reliability, API governance, and integration security. 	<ul style="list-style-type: none"> • Assist with implementing changes and projects in Salesforce.
#2: User Support & Training	
<ul style="list-style-type: none"> • Act as first point of contact for Salesforce support requests. • Develop user guides and training materials. • Deliver onboarding and refresher training sessions. 	<ul style="list-style-type: none"> • Troubleshoot and resolve user issues. • Escalate complex issues to the Salesforce Platform Owner. • Promote adoption of Salesforce best practices across the organisation.
#3: Reporting & Data Quality	
<ul style="list-style-type: none"> • Create and maintain Salesforce reports and dashboards. • Conduct regular data quality reviews. 	<ul style="list-style-type: none"> • Support teams with reporting and data analysis requirements. • Assist with data cleansing initiatives.
#4: Automation & Business Process Optimisation	
<ul style="list-style-type: none"> • Support the ongoing maintenance and enhancement of Salesforce automation solutions. • Assist with the design, configuration, testing and deployment of Salesforce Flows. • Troubleshoot Flow errors and automation-related issues. • Monitor scheduled and record-triggered Flows to ensure optimal performance and reliability. 	<ul style="list-style-type: none"> • Participate in the development of advanced Flow solutions supporting fundraising, marketing, volunteer management and operational processes. • Collaborate with stakeholders to identify manual processes that can be automated through Salesforce. • Document automation solutions and maintain process diagrams and technical documentation.
#5: Workplace Health and Safety (WHS)	
<ul style="list-style-type: none"> • Comply with all company policies, procedures, and code of conduct. • Assist in achieving our company vision through meeting our legal, moral, and ethical obligations. • Ensure WHS policies and processes are adopted across the organisation. • Encourage continuous improvement in WHS practices by recommending changes and implementing agreed improvements 	<ul style="list-style-type: none"> • Maintain a safe work environment for yourself, team members, volunteers, visitors, contractors, and other external stakeholders at all times. • Lead by example and display an active commitment to company policy and WHS compliance. • Identify and report all incidents and safety hazards so that appropriate review and corrective action can be taken. • Ensure the office is clean, safe, and conducive to work.

#6: Self-Management

- Positive participation in regular team meetings.
- Inform team members and other departments of relevant information as appropriate.
- Willingness to undertake training and development opportunities as appropriate.
- Willingness to undertake other duties as required.
- Effective time management and organisational skills demonstrated through ability to meet deadlines.
- Demonstrate the Foodbank Victoria values of Empowerment, Accountability, Respect, Integrity, Diversity and Equality in all work activities.

TECHNICAL KNOWLEDGE

- Relevant qualification in Information Technology, Business Systems, or equivalent practical experience.
- Salesforce Administrator Certification (mandatory) and Salesforce Platform App Builder Certification (highly regarded).
- Demonstrated experience administering Salesforce for a minimum of 1 –3 years within a business environment, preferably in non-profit organisations.
- Agent force Marketing Cloud Experience/Exposure is highly regarded.
- Experience managing Salesforce security, including users, profiles, permission sets and access controls.
- Strong reporting and dashboard development skills.
- Strong understanding of Salesforce Platform Configuration and Declarative Automations.
- Experience developing, maintaining and troubleshooting complex Salesforce Flow automations.
- Experience working with Sandbox environments, system testing and deployments to Production.
- Experience performing Salesforce data management activities including imports, exports, cleansing and deduplication.
- Exposure to Salesforce integrations and third-party applications.
- Understanding of Salesforce governance, change management and documentation practices.

PERSONAL ATTRIBUTES

- Excellent written and verbal communication skills.
- Ability to work independently and in a team environment.
- Numerical and analytical skills.
- Well-developed organisational and time management skills.

VALUES	FOUNDATION BEHAVIOURS
Empowerment	
	<ul style="list-style-type: none"> • We develop Team Members and each other. • We challenge the status quo. • We provide the opportunity for ourselves and others to experience the value of our work. • We recognise and celebrate our accomplishments. • I have input and ownership.
Accountability	
	<ul style="list-style-type: none"> • We encourage excellence. • We encourage continuous improvement & learning. • We ensure performance management consistency. • We accept mistakes and learn from them. • I am accountable for my own performance. • I am part of a team.
Respect	
	<ul style="list-style-type: none"> • We encourage open, constructive feedback. • We give credit where credit is due. • We are inclusive. • We take the time to listen to each other. • We affirm our people. • We allocate tasks that are fair and reasonable to achieve.
Integrity	
	<ul style="list-style-type: none"> • We explain our decisions. • We do what we say we will do. • We call out an issue when it is evident. • Equal contribution is rewarded equally. • I lead by example. • I am committed to do my best. • I am encouraged to stand up for my beliefs.
Equality	
	<ul style="list-style-type: none"> • We encourage people to be themselves. • We strive to foster a sense of belonging in our workplace. • We ensure all people we interact with feel welcome, and a part of our family. • We are inclusive with our agencies and partners. • We strive to provide equal opportunity for all – internally and externally. • We call out practices which exclude others.
Diversity	
	<ul style="list-style-type: none"> • We recognise and encourage diversity in our workplace, in our programs and in the food, we provide to our partners. • We embrace diversity in all our people, their experiences, and points of view. • We value all cultures, backgrounds and genders. • We strive to form a diverse atmosphere for all people to be safe and secure. • By celebrating diversity, we help all people to feel included, safe and secure. • We do not tolerate discrimination. • We recognise and respect differences.