Burnett Foundation Aotearoa

POSITION DESCRIPTION

Employee	Vacant
Position	Salesforce Administrator
Employment Basis	Permanent, Full-Time (37.5 hours per week, 1.0 FTE)
Location	National Office, 31-35 Hargreaves St, St Mary's Bay, Auckland
Reporting to	Finance and Administration Manager
Team Purpose	The Administration Team is responsible for ensuring effective financial, administration and organisational services for Burnett Foundation Aotearoa.
Direct Reports	N/A
Key Internal Relationships	• Services and Outreach Team • Marketing, Communications and Fundraising Team • Policy and Science Team • Chief Executive
Key External Relationships	Key organisations and individuals relevant to the success of Burnett Foundation Aotearoa's data stack. This includes: • Salesforce Nonprofit team • Contractors, agencies and third-party apps,
Role Purpose	The Salesforce Administrator will: • Provide support to internal Salesforce users for fixes, enhancements and audience segmentation • Develop new Salesforce functionality to support programmes, services, and fundraising activities • Integrate Salesforce with other systems as required

Who we are
Burnett Foundation Aotearoa (formerly New Zealand AIDS Foundation) has been at the forefront of the community response to HIV in Aotearoa for more than 30 years; a history we're very proud of. With the same passion and commitment as those who came before us, we are working hard to prevent transmission, reduce stigma and maximise the wellbeing of those most affected. Through our community engagement, behaviour-change marketing campaigns, and testing and therapeutic support services, we reach people across the country.

As a registered charity, our work is made possible through funding from the Te Whatu Ora, passionate trust foundations and donations from like-minded individuals who share our vision. Together, we are working towards an Aotearoa with zero HIV transmissions where people living with or affected by HIV flourish.

Key Areas of Responsibly and Ownership

Internal Support and Development
• Be the go-to person for Salesforce support, data/audience segmenting, and enhancement requests, effectively prioritising and communicating progress • Develop new functionality to support organisation needs. This includes developing or modifying objects (cases, opportunities, payment transactions, recurring payments, campaigns, tasks, events, programme engagements, service deliveries), fields, page layouts, processes, flows, and Form Titan forms. • Document enhancements and functionality for the purpose of staff training and informing future development

Data Protection
• Manage user access, authentication, roles, and profiles to ensure security is not compromised and staff have access to minimum permissions necessary for their job function • Review all requested database changes to ensure the security of the system is not compromised. • Run reports and export data as required, ensuring that restricted data is never exported • Manage use of third-party apps and contractors, ensuring sufficient data protection protocols are in place.

Relationships and Partnership
• Hold relationships with individuals and organisations that support organisation's Salesforce success, including contractors, agencies and third-party apps. • Lead training and support for staff to use Salesforce functionality

Self-Development
• Through the Performance Review process, establish personal/professional development needs/goals that support success in the role of Database Engineer. • Maintain familiarity with relevant evidence and best-practise in HIV prevention and health promotion.

Health & safety and Wellbeing
• Proactively support the creation of a positive health and safety culture at Burnett Foundation Aotearoa. • Ensure a clear understanding and knowledge of health and safety policies and procedures. • Ensure a clear understanding of the hazards and control measures associated with daily operations at Burnett Foundation Aotearoa. • Contribute to a positive and inclusive work environment, one that respects each other and values diversity.

Any other reasonable task which is consistent with the overall purpose of the position.

Skills, Experience & Qualifications.	
Essential	• Experience administering or developing a CRM database, preferably Salesforce Nonprofit Cloud. • Experience with Apex and Visualforce and/or SQL • Experience with Salesforce Marketing Cloud, including data extensions, journey building, A/B testing and dynamic content • Experience building web forms, preferably on Form Titan • Experience developing practices and processes to enhance data security • Experience in providing internal organisation support with a strong client-centred approach • High level of attention to detail • Experience working with, understanding of, or commitment to, gay and bisexual men • Ability to consistently adhere to the principles of confidentiality and ethical practice within a health setting. • Experience holding key relationships with internal project stakeholders and external contractors

	• Self-motivated and able equally as effectively in a team environment or independently. • Ability to prioritise work effectively, manage changing and conflicting demands and expectations. • Professional approach to sexuality and sexual issues.
Preferred	• Knowledge of HTML, CSS, Javascript • Experience with Payments2Us integrations, Raisely and Apsona • Knowledge of HIV, sexual health issues and specific health issues facing men who have sex with men in New Zealand • Lived experience in one or more of Burnett Foundation Aotearoa priority populations (men who have sex with men, people living with HIV, Māori, people from high HIV prevalence countries)
Technical / Practical	• Ability to work flexible hours including nights and weekends • Understanding and ability to manage personal/professional boundaries. • Excellent oral and written skills in English. • Excellent computer skills including Microsoft Office programmes.
Cultural Responsiveness	We welcome applications from prospective employees who already have some knowledge of Tikanga Māori and Te Reo Māori. It is essential that all employees demonstrate willingness to learning in these areas.
Qualifications	A tertiary qualification or technical training in at least one of: database administration, computing, information systems, Equivalent work experience may be considered in lieu of a qualification.