A more equitable world through better health.

Burnet
reach for the many

POSITION DETAILS

TITLE	**Salesforce Analyst**
CLASSIFICATION	Professional Level 6.1 – 6.3: $95,675 - $99,536 (pro-rata) + super + salary packaging
TIME FRACTION	0.6 FTE
CONTRACT TYPE	Ongoing
LOCATION	85 Commercial Road, Melbourne 3004, Boonwurrung Land / Work From Home
REPORTS TO	CRM and Analytics Manager
DIRECT REPORTS	Nil
LAST UPDATED	September 24

POSITION SNAPSHOT

As a Data Analyst within the Philanthropy & Supporter Engagement (PaSE) team, you will play a crucial role in optimizing our fundraising efforts by analysing and managing our data in Salesforce. You will support the Database and Analytics Manager by providing data-driven insights to inform strategic decisions and improve overall fundraising effectiveness. This role will also assist with reporting, data hygiene, and data extraction to support the broader Strategic Funding Partnership Innovation and Communication (SF PIC) team.

KEY RESPONSIBILITY AREAS

1.	Data Analysis & Reporting	• Conduct thorough data analysis to uncover trends, patterns, and insights that can inform fundraising strategies and decision-making. • Create, maintain, and improve Salesforce reports and dashboards to track performance, including income and portfolio tracking, event outcomes, and other key metrics. • Prepare ad-hoc data reports and analyses as needed to support internal teams and leadership.
2.	Data Integrity & Accuracy	• Perform regular data hygiene checks, data cleansing exercises, and ensure the accuracy of data imports. • Collaborate with the team to monitor third-party data integrations, ensuring the seamless flow of accurate information into Salesforce. • Implement processes and tools to enhance data accuracy and completeness across the organization.
3.	Support for Comms & Events	• Facilitate the extraction of supporter data for communications, appeals, and event invitations, ensuring accurate and timely distribution. • Monitor event data, including RSVPs and engagement metrics, to provide insights for future event planning and outreach.
4.	Dashboards & Analytics	• Assist the Database and Analytics Manager in maintaining dashboards for financial reconciliation, donor trends, and campaign performance. • Provide actionable insights by analysing fundraising data and identifying areas for optimization and growth. • Collaborate with internal teams to develop and maintain key performance indicators (KPIs) that drive strategic decisions.
5.	User Support & Documentation	• Provide frontline support to the SF PIC team on Salesforce usage, troubleshooting issues, and answering data-related inquiries. • Assist in developing and delivering training materials to enhance team members' proficiency in using Salesforce for data analysis. • Update and maintain business rules and documentation related to data processes and usage guidelines.
6.	Collaboration & Continuous Improvement:	• Work closely with the Database and Analytics Manager to identify opportunities for process improvement and data optimization. • Stay updated on best practices and new tools for data analysis and fundraising technology to continuously enhance the team's capabilities.
7.	Training	Responsible for completing all required training in line with the position / role.

KEY SELECTION CRITERIA

QUALIFICATIONS / EXPERIENCE / KNOWLEDGE / ATTRIBUTES	
1.	Bachelor's degree in Data Science, Business Analytics, Computer Science, Information Systems, or a related field.	Essential
2.	Proven experience with Salesforce, preferably in a non-profit or healthcare setting.	Essential
3.	Strong data analysis skills with the ability to interpret complex datasets and provide actionable insights.	Essential
4.	Proficiency in Microsoft Excel or Google Sheets, with expertise in formulas, pivot tables, and data visualization.	Essential
5.	Attention to detail and a commitment to maintaining data accuracy.	Essential
6.	Excellent organizational and multitasking skills.	Essential
7.	Strong communication skills with a customer-oriented approach to supporting end-users.	Essential
8.	Ability to work collaboratively in a fast-paced environment.	Essential

About Burnet Institute

Vision
A more equitable world through better health.

Purpose
Create and translate knowledge into better health so no-one is left behind.

Values
Respect, Equality, Inclusiveness, Diversity.

Who we are
Burnet Institute is an Australian-based medical research and public health institute and international non-government organisation that is working towards a more equitable world through better health.

What we do
We are committed to creating and translating knowledge into better health so no-one is left behind. We do this through engaging with and understanding the needs of a broad range of communities and stakeholders to develop laboratory-based and social research programs, policies and products that deliver better health outcomes.

Where we work
Priority countries:
Australia | Papua New Guinea | Myanmar
We also support and contribute to research and public health programs in other Asian, Pacific and African countries.

Australian Institute for Infectious Disease (AIID)
Burnet Institute is a foundation partner of the AIID, a visionary initiative designed to protect Australia and the wider Asia-Pacific region against major global health issues and pandemics. The state-of-the-art facility is expected to be open in 2028 and will be home to Burnet Institute, Doherty Institute and The University of Melbourne, with funding from the Victorian Government. In joining this exciting initiative, Burnet will remain an independent medical research institute.

BURNET 2030 STRATEGY

The Burnet 2030 Strategy focuses on growing our impact, placing equity at the centre of what we do, and paying close attention to the effects of a rapidly changing climate and environment. Our point of difference is our technical breadth–from laboratory-based discoveries to field research, to commercialisation to development programs; all to progress toward a more equitable world. This is what sets us apart. Our Strategy will also see us invest in our people, building our position as the aspirational workplace within the sector with ethical values and a culture committed to fostering talent for future leadership and rewarding careers.

OCCUPATIONAL HEALTH AND SAFETY

The Burnet has a commitment to providing a safe and healthy workplace in accordance with the Occupational Health and Safety Act 2004. All staff are obliged to take all reasonable care to ensure that their actions do not place themselves or others at risk.

OTHER REQUIREMENTS

Burnet Institute is a child safe organisation. The incumbent of this position will be required to undergo a Police Check and possibly a Working with Children Check as a condition of employment. The types of contact with children can be viewed [here](). This position involves the following contact with children (any individual aged under 18 years):

CONTACT TYPE	No Contact With Children

ENQUIRIES

For enquiries, please contact careers@burnet.edu.au