A more equitable world through better health.





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

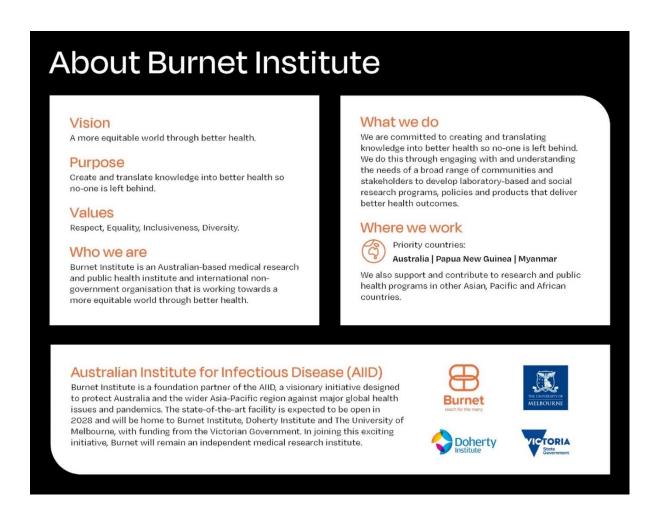
As a Data Analyst within the Philanthropy & Supporter Engagement (PaSE) team, you will play a crucial role in optimizing our fundraising efforts by analysing and managing our data in Salesforce. You will support the Database and Analytics Manager by providing data-driven insights to inform strategic 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

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. 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. 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. 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. Provide frontiline 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. 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.			
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3. Support for Comms & Events accurate and timely distribution. Monitor event data, including RSVPs and engagement metrics, to provide insights for future event planning and outreach. 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. 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. 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.	2.	Data Integrity & Accuracy	• Collaborate with the team to monitor third-party data integrations, ensuring the seamless flow of accurate information into Salesforce.
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6. Collaboration & Continuous and data optimization. • Stay updated on best practices and new tools for data analysis and fundraising technology to continuously enhance the team's capabilities. • Responsible for completing all required training in line with the position / role.	5.		 data-related inquiries. Assist in developing and delivering training materials to enhance team members' proficiency in using Salesforce for data analysis.
7. Training Responsible for completing all required training in line with the position / role.	6.		 and data optimization. Stay updated on best practices and new tools for data analysis and fundraising technology to continuously
	7.	Training	Responsible for completing all required training in line with the position / role.

KEY SELECTION CRITERIA

QU	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			



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