



Application package

Position title:	Salesforce Administrator (12-month contract)
APS Level:	APS6
Salary package:	Salary package from \$109,368 to \$124,936 (base \$94,773 to \$108,263 plus 15.4% super)
Position offered:	Full-time / non-ongoing (12-months) <i>Flexible working arrangements available including hybrid working</i>
Office location	Level 7, 309 Kent St, Sydney CBD
Closing date:	6 July 2025
Contact Officer/s:	Felicity Leyne – Executive Manager, Technology
Contact number:	(02) 9432 7086

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

About the opportunity

We are seeking an experienced Salesforce Administrator to join our team and support the delivery of a major program of work. Working closely with a small internal team and supported by external technical partners, you will play a key role in the day-to-day administration, configuration, and support of our Salesforce platform. This position reports to the Technology Platform Manager and offers the opportunity to contribute to impactful, organisation-wide initiatives.

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. Key objectives of the team include enabling 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. Our Agency was established by the *Workplace Gender Equality Act 2012* (Act).

WGEA's ambition is to accelerate progress towards workplace gender equality. We are a small unique agency with a big agenda.

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 dedicated to personal development, fostering growth in others and demonstrating leadership
- 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 members 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 numbers:	40613
Position title:	Salesforce Administrator
APS Level:	APS6
Position:	Non-ongoing 12-month contract Full time (<i>Flexible working arrangements available including hybrid 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 Technology Platform Manager 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.

The key duties of the position include:

Core Salesforce Administration Functions

- ✓ Manage user accounts, licenses, data storage, server certificates and system keys.
- ✓ Conduct initial investigations, manage and resolve technical issues and system problems in a timely manner.
- ✓ Execute regular system performance and resource consumption monitoring.
- ✓ Oversee the creation, configuration and activation of programs.
- ✓ Maintain and ensure secure data storage management.

Program Support

- ✓ Design and generate reports and dashboards to support internal teams and external reporting requirements.
- ✓ Provide ongoing support for the Agency's Reporting Portal and ensure data accuracy and accessibility.
- ✓ Participate in agile ceremonies and contribute to the planning, testing, and delivery of product enhancements.
- ✓ Develop and update process documentation as required.

Communication and Collaboration

- ✓ Serve as a technical champion for the platform, advocating for best practices and innovative solutions.
- ✓ Promote internal adoption of Salesforce solutions and contribute to the continuous improvement of digital capabilities.
- ✓ Engage in effective communication with teams across the agency and external contractors to facilitate successful collaboration on cross-functional projects.



- ✓ Build team capability by mentoring and coaching colleagues, sharing expertise, and supporting professional development.

Capabilities

We are seeking an individual with the following **minimum requirements** and experience

Essential:

- ✓ 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 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.
- ✓ Experience in contributing to IT projects and a good understanding of relational database model topics, APIs, logical operators, etc.
- ✓ 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, acting professionally at all times.
- ✓ Experience or ability to work in a manner consistent with WGEA's obligations under the Information Security Manual (ISM).
- ✓ Baseline Security clearance or the ability to obtain clearance (this includes being an Australian Citizen).

Desirable:

- ✓ Additional Salesforce certifications such as Platform App Builder, Service Cloud Consultant, Community Cloud Consultant, Account Engagement Consultant, etc. would be desirable and stand you in higher consideration but are not essential.
- ✓ Demonstrated experience with Salesforce Account Engagement would be welcome but not essential.



How to apply

Prior to sending your application email to recruitment@wgea.gov.au, use the below to ensure you have included all relevant details.

Your email should include:

- ☐ Title of the vacancy/position you are applying for
- ☐ A cover letter/statement outlining how your skills, experience and qualifications meet the minimum requirements and experience of the role. (one page only).
- ☐ Your CV/Resume which provides a summary of your work experience, which includes your full name, contact phone number, and personal email address.
- ☐ Contact details of two recent referees including your current or most recent supervisor (we will seek your permission before we contact your referees)
- ☐ If you meet the Agency eligibility criteria, confirmation of your Australian citizenship, along your ability to successfully clear a National Criminal Records Check upon engagement

Other information you may need to include in your email:

- ☐ Relevant diversity information (preferred pronouns, reasonable adjustments required for interview)
- ☐ If you wish to opt into RecruitAbility (information detailed in how to prepare your application)
- ☐ Any further relevant information.

Application information

Agency Eligibility Criteria:

Under section 22(8) of the Public Service Act 1999, employees must be Australian citizens to be employed in the Australian Public Service (APS) unless the Agency Head has agreed otherwise in writing. Successful applicants will be required to undergo the process to obtain and maintain or continue to hold the required baseline security clearance level for the role. Baseline security clearances require you to be an Australian Citizen and meet AGSVA criteria.

Successful applicants will also be required to successfully pass a National Criminal History check.

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.

RecruitAbility

The Agency is committed to supporting the employment and career development of people with disability. Our participation in APS RecruitAbility means we will progress an applicant with disability to a further stage in the recruitment process, where they opt into RecruitAbility and meet the minimum requirements for the vacancy.

How do you opt into RecruitAbility?

Simply note in your cover letter that you wish to:

1. Opt into RecruitAbility, as you have a disability (definition as defined by Australian Bureau of Statistics)
2. Clearly show how you meet the requirements of the vacancy with our Agency.



Questions about the position

The contact officer noted on the first page of this Application Package 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 prior to the closing date and time. Late applications will not be accepted unless exceptional circumstances exist.

Preparing your application

Use the 'how to apply' checklist above to ensure you include all relevant information and documentation.

Recruitment Process

The selection may be undertaken based on applications and referee reports where a clear result can be determined from this documentation / process. A selection panel (usually two to three people) will be formed to consider all applications and develop a shortlist for any further assessment. If it is determined that further assessment including an interview is necessary, the panel will conduct a video interview which may also include a short practical exercise.

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 held 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.

Merit Lists or pools

Where our Agency has established a merit pool or list, it may be used to fill the same vacancy or similar vacancies within a period of 18 months from the date the initial vacancy was notified (advertised) in the Public Service Gazette (APSjobs.gov.au). The Agency will confirm with candidates if they wish to be considered for other or similar vacancies.

Prior to sharing a merit pool or list our Agency will ensure we obtain the candidate's permission to share their details with other agencies. We will obtain this permission during the selection process or when asked to share a merit list or pool. Where a candidate advises that they do not want their details shared with another agency, the candidate's details will be removed before sharing a merit list or pool.