

Position Description

Data Support Specialist (Salesforce & Community Engagement)

Position title:	Data Support Specialist
Position Location:	Work From Home/Remote
Employment load:	0.6 FTE
Reports to:	Director, Campaign Design and Development
Direct reports:	None
Application deadline:	20 th September 2024
Position start date:	ASAP
Salary range	Pro-rata \$95,000-100,000. Salary sacrificing available and 11.5% superannuation.

Aboriginal and Torres Strait Islander people are strongly encouraged to apply.

About the Literacy for Life Foundation

Literacy for Life Foundation is a dynamic, Aboriginal-run organisation achieving grass-roots change.

We work to ensure Aboriginal and Torres Strait Islander adults have the literacy, learning and digital skills necessary to achieve community-wide improvements in health, wellbeing, education, justice, employment and to achieve genuine self-determination.

Operating since 2012, we continue to build a comprehensive evidence base supporting First Nations adult literacy in First Nations hands.

Highlights include:

- More than 15 communities, across QLD, NT and NSW have led community-based training that has delivered genuine improvement in reading, writing and digital skills
- 100+ local Aboriginal staff trained and employed – contributing to the development of a local adult education workforce.
- 400+ students have completed training.
- Retention rates are at least 30 x better than existing adult literacy training results for First Nations learners in other programs.
- Strong support from communities and other First Nations organisations.
- 10+ year track record of independent evaluation and research – illustrating the effectiveness of Aboriginal Community Control.
- Delivering improvements in health, wellbeing, education, employment, justice and increased self-determination.

Learn more at www.lflf.org.au

Position Brief

The Data Support Specialist will play a key role in supporting the Literacy for Life Foundation's data management needs, focusing on Salesforce administration, user support, and data analytics. The position involves ensuring data accuracy, security, and integrity while assisting end-users and contributing to the continuous improvement of data processes. The ideal candidate will have a strong technical background, excellent communication skills, and a commitment to advancing positive outcomes for Aboriginal and Torres Strait Islander communities through the transformative power of literacy.

Candidate Profile

Community is at the heart of what we do. To be a successful member of the Literacy for Life Foundation you will be committed to advancing positive outcomes for Aboriginal and Torres Strait Islander peoples through the transformative power of literacy for people's lives, communities and broader social equity. You will be a passionate changemaker and advocate for social justice and the rights of First Nations people.

To be successful in this position, you will be an experienced database administrator who is able to use their technical skills to support the real life, daily activities of the Literacy for Life Foundation's literacy Campaigns. With excellent communications skills, you will work well in a culturally diverse and dynamic environment.

Key Responsibilities

Database Administration and Management:

- Oversee day-to-day administration of the Salesforce environment, including monitoring campaign attendance and engagement data;
- Maintain database integrity, accuracy, and security;
- Coordinate legacy data migration projects;
- Develop and maintain procedures and documentation for database management;
- Identify opportunities to improve and automate data input and export tasks.

Data Reporting and Analytics:

- Generate weekly attendance and engagement reports using Salesforce dashboards and analytics tools;
- Conduct trend analysis and create custom reports to support decision-making;
- Collaborate with stakeholders to refine reporting requirements and improve data-driven insights;

User Support and Training:

- Provide basic IT support to end-users, resolving issues related to Salesforce and other data management tools;
- Develop and maintain end-user documentation, including step-by-step guides, process maps, videos, and training materials;
- Conduct training sessions for end-users to enhance their understanding of data tools and processes.

Data Security, Privacy, and Sovereignty:

- Contribute to the development and refinement of data security, privacy, and sovereignty policies and procedures;
- Implement and monitor data security measures to ensure compliance with internal and external standards.

Business Analysis and Process Improvement:

- Analyse existing data management processes and recommend improvements;
- Support change initiatives and process improvements, particularly in relation to data governance and security.

Selection Criteria

Essential

1. Experience using Salesforce and Excel, including the Program Management Module and the Not-for-Profit Service Pack (NPSP).
2. Demonstrated experience in database administration, data management, and reporting.
3. Excellent verbal and written communication skills, with the ability to work in a culturally diverse environment.
4. Basic IT support skills, including troubleshooting and end-user assistance.
5. Ability to work autonomously and manage multiple priorities.

Desirable

1. Salesforce Administrator Certification.
2. Non-profit Cloud Consultant Certification.
3. Experience working with First Nations communities.
4. Experience in a community development or not-for-profit organisation.
5. Understanding of cultural sensitivity and adaptability in a diverse workplace.

How to Apply

To apply for this position, send your CV and a cover letter addressing the selection criteria and primary responsibilities to admin@lff.org.au.

Applications close on 20th September, 2024.

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