

Position Description

Title:	Project Manager, Salesforce Non-Profit Cloud
Position Number:	20840
Agreement Coverage:	Award Free
Classification Level:	N/A
Team:	Information and Digital
Reports To:	Executive Manager, Information and Digital
Primary Location:	Adelaide

Primary Objective

The Project Manager, Salesforce, will lead the implementation of Salesforce Non-Profit Cloud as our Client Information and Case Management System (CCMS) at RASA. This role involves planning, managing, and delivering the project in alignment with RASA's goals and requirements, ensuring adherence to organisational policies and procedures throughout the process.

Position Responsibilities

- Lead the end-to-end implementation of Salesforce Non-Profit Cloud as RASA's client information and case management system, ensuring alignment with organisational goals and objectives.
- Develop comprehensive project plans, timelines, and budgets in collaboration with key stakeholders, and oversee all aspects of project execution to ensure timely and within-budget delivery.
- Establish and maintain effective communication channels with internal stakeholders, including executive leadership, department heads, and end-users, to gather requirements, provide updates, and address concerns throughout the implementation process.
- Serve as the primary point of contact for the implementation partner and other third-party vendors, ensuring clear expectations, timely deliverables, and adherence to contractual agreements.
- Work closely with business users to understand their needs, gather requirements, and translate them into actionable project tasks, ensuring that the Salesforce solution meets the organization's functional and technical requirements.
- Collaborate with Salesforce administrators and developers to configure and customize the Salesforce solution to meet RASA's specific business processes, workflows, and data management needs.

- Oversee the planning and execution of data migration activities, ensuring the accurate and secure transfer of data from legacy systems to Salesforce, as well as seamless integration with other internal and external systems.
- Develop and implement change management strategies to facilitate user adoption of the new system, including training programs, user documentation, and ongoing support mechanisms to minimize resistance to change and maximize system utilisation.
- Establish quality assurance processes and conduct rigorous testing to validate system functionality, data integrity, and user experience, identifying and addressing any issues or gaps in collaboration with the implementation team.
- Identify potential risks and dependencies associated with the implementation project, develop risk mitigation plans, and proactively monitor and address any issues that may impact project timelines, scope, or budget.
- Provide post-implementation support and troubleshooting assistance to end-users, addressing any system-related issues or questions, and collaborating with the vendor and internal IT support teams as needed.
- Maintain detailed project documentation, including project plans, status reports, meeting minutes, and change logs, and provide regular updates to executive leadership and stakeholders on project progress, risks, and issues.
- Continuously assess and identify opportunities for process improvements, system enhancements, and best practices adoption to maximize the value and effectiveness of the Salesforce solution for RASA's operations and service delivery.
- Manage project budget and ensure all expenditures stay within approved limits.
- Manage project budget and time constraints to optimise outcomes while balancing resource requirements.
- Manage the entire Salesforce Not-Profit Cloud implementation project lifecycle (planning, requirements gathering, design, configuration, testing, deployment, user training and hyper-care).
- Partner with internal stakeholders to define project scope, timelines, and budgets.
- Proactively engage with stakeholders, manage expectations, and address concerns throughout the project lifecycle.
- Provide progress updates to stakeholders and make appropriate recommendations as needed.
- Provide regular status reports to project stakeholders, including the Executive Manager Information & Digital.

Qualifications and Experience

Essential

- Bachelor's degree (AQF Level 7) in Information Technology, Information Systems, or a related field, or a Project Management certification (PMP, Prince2, or equivalent).
- Proven experience leading Salesforce implementation projects, preferably in the non-profit sector.

- Strong project management skills, including the ability to plan, execute, and monitor complex projects with multiple stakeholders and dependencies.
- Excellent communication and interpersonal skills, with the ability to effectively engage and collaborate with stakeholders at all levels of the organization.
- Experience with change management, data migration, and system integration activities.

Desirable

- Salesforce certification (e.g., Salesforce Certified Administrator, Salesforce Certified Platform App Builder) preferred.
- Knowledge of non-profit operations and client management processes.
- Current Class C Driver's License

Skills, Knowledge, and Abilities

- Proficiency in project management methodologies and tools, such as Agile, Scrum, or Waterfall.
- Expertise in Salesforce platform configuration, customisation, and administration.
- Understanding of database concepts and data management principles, including data migration strategies and best practices.
- Familiarity with software development lifecycle (SDLC) processes and methodologies.
- Ability to analyse complex business requirements and translate them into technical solutions within the Salesforce ecosystem.
- Strong problem-solving abilities and attention to detail, with the ability to troubleshoot and resolve system issues effectively.
- Knowledge of change management principles and strategies to facilitate user adoption and mitigate resistance to change.
- Excellent organisational and time management skills, with the ability to prioritise tasks and manage multiple projects simultaneously.
- Proficiency in Microsoft Office suite and project management software tools.
- Commitment to continuous learning and professional development, staying updated on Salesforce platform updates, industry trends, and best practices.

Requirements

- A satisfactory DHS check for working with children.
- A satisfactory National Criminal History Check.
- Flexibility to work extra hours/days to cover leave and other contingencies.
- Ability to adapt and perform duties as required by changing organisational needs.

Work Health and Safety

- Demonstrate safe work practices for personal health and safety and the health and safety of others in line with Work, Health and Safety requirements.
- Comply with any reasonable instruction that is given by RASA and co-operate with any reasonable policy or procedure of RASA relating to health or safety in the workplace.

Direct Reports

- CCMS Project Team

How We Work

We work within the framework of RASA's values which are [Diversity, Respect, Belonging and Learning](#).

[Curiosity and creativity](#)

We are open to enquiry and discovery; we are committed to learning individually, as a team, as an organisation and as a community. We use obstacles to drive innovation.

[Do our bit well](#)

We are realistic, practical, simple but not simplistic. We recognise that it is clients who change their lives; we, at best, inspire, enable, and support change. We build partnerships with other services, and we recognise our limits.

[Walk together in harmony](#)

We listen respectfully to different perspectives, and we are open to influence. The spirit of walking in harmony is about generosity, humility, and respect for the differences we each bring to our partnerships. We acknowledge what we have learned from Uncle Lewis Yerloburka O'Brien and other Aboriginal and Torres Strait Islander people and seek to continue learning about the cultural responsibility from Aboriginal and Torres Strait Islander peoples.

Using restorative practice, we work **with** each other – using high support and high challenge to sustain team culture and grow our work.



Acknowledgement

I have read, understood, and accept the position as documented in this position description.

Employee Name:

Signature:

Date:
