

POSITION TITLE:	Database Administrator
FTE:	1.0 FTE (38 hours per week)
CLASSIFICATION:	SCHADS 4
DIVISION:	Digital Transformation
PROGRAM:	ICT Infrastructure and Cybersecurity
LOCATION:	Hybrid, in accordance with the Windermere Ways of Working with your primary location being the South Eastern Melbourne region, including outreach to support consumers (if applicable to your position). Windermere reserves the right to request you to work at any Windermere location, including our main offices at Narre Warren and Pakenham.
TENURE:	30 June 2026
DATE:	May 2025

1. ABOUT WINDERMERE

Windermere is an independent, not for profit community service organisation working across Victoria including key regional locations, to help those who need it most. Established in 1992, our aim remains constant; to build stronger, connected and supported communities.

Working together with our community, we deliver many services through critical partnerships with government to meet our purpose.

We aim to get in early to help children, families and individuals find the best solutions for their varied and complex issues.

Our support comes in many forms with a focus on intervention, prevention and education to make a difference in the areas of:

1. **Family Wellbeing** by promoting positive behavioural changes, providing parenting supports and responding to violence and/or neglect to achieve safety and stability
2. **Disability Support** by providing assistance to identify the right supports and goals that matter most to enable people of all abilities to actively participate in their communities
3. **Development & Early Childhood Education** by delivering accredited quality early childhood and care services and specialist early intervention services to help children reach their full potential
4. **Victims Assistance** by providing timely and ongoing practical and emotional support for victims of trauma, assault and/or violent crime
5. **Community Strengthening** by mobilising support services to respond quickly to emergencies, disasters and emergent needs.

We believe that everyone is someone in our community and this is reflected in our approach with those we work with every day.

2. OUR PURPOSE, VISION AND VALUES

Our Purpose:

We get in early to make a difference in the lives of individuals, families and communities.

Our Vision:

A stronger, connected and supported community.

Our Promise:

Our many services working together with you for a better life.

3. KEY RESULT AREAS, RESPONSIBILITIES AND PERFORMANCE MEASURES

Key Result Areas	Responsibilities	Performance Measures
Database administration and development	<ul style="list-style-type: none">• Handle day-to-day Salesforce (and other databases) administrative functions, including user account and profile management, object data security, and visibility• Update database structure• Develop queries and reports• Working with service provider to resolve issues• Support the ongoing development of the Salesforce instance, liaising with third-party developers and testing new features• Support internal and external database administration requirements• Design UX and layouts of reports	<ul style="list-style-type: none">• High levels of issue resolutions and responsiveness for service requests• User needs are met• Minimal disruptions to business• Reports and dashboards are developed and generated• Successful cutover from old databases to new• Timely resolution of technical backend issues
Data Integration and improvements	<ul style="list-style-type: none">• Support data migration and data clean up processes• Develop ETL and data pipelines• Design automation workflows, visual flows and process builder• Reporting of database performance• Develop conceptual process flow diagrams• Actively seek improvement opportunities to integrate data• Lead data migration exercises	<ul style="list-style-type: none">• Data is migrated in a safe and efficient manner• Database management processes and structure managed• Maintain database performance and up-time• Data flows optimized and made available to downstream systems for analytics such as Power BI• Database management processes including structure, backup, and network are documented
Application Support and System Integrations	<ul style="list-style-type: none">• Collaborate with business areas to understand their data management needs• Working with System Administrator to improve on current systems	<ul style="list-style-type: none">• Stakeholder satisfaction• Business impact and decision support, how effectively data management influence business decisions• Responsive to queries from stakeholders, managing expectations and priorities
Support solutions architecture, data security and governance	<ul style="list-style-type: none">• Provide support and secretariat services to the solutions architecture forum• Advise on emerging technologies	<ul style="list-style-type: none">• Solutions architecture• Confidentiality, integrity and availability of information• Data is accurate, clean and reliable for analysis

	<ul style="list-style-type: none"> • Ensure compliance with data governance 	<ul style="list-style-type: none"> • Adherence to relevant regulations
Solutions Testing and User Training	<ul style="list-style-type: none"> • Design and execute test scripts and scenarios to build robust data management solutions • Provide user training to business users who use CRM or other databases • Participate in solutions testing across new business applications and functions • Also act as Test Analyst to carry out testing for other system developments 	<ul style="list-style-type: none"> • Data requirements and processes are understood, documented and effectively communicated • Accurate and quality database solutions that meet business requirements, with minimal rework • Business areas understand, adopt and database solutions, i.e. how to use databases effectively, best practices for managing their data • System development tests are carried out with minimal rework
Effective self-management	<ul style="list-style-type: none"> • Effective use of time, ensuring that non-project time is used to develop plans, relationships, tools and templates Ensuring 100% of work time is used for the benefit of Windermere 	<ul style="list-style-type: none"> • Maintain accurate weekly records of project time used, with 70% time assigned to approved projects activities, 20% on business improvement, organisational development and 10% self-development
Digital Transformation Team Responsibilities	<ul style="list-style-type: none"> • From time to time, support other functional areas including sharing of resources, and extending to help others while not losing sight of objectives • Stepping up in tackling ongoing challenges • Overall support for the organisation 	<ul style="list-style-type: none"> • Teamwork and supporting other parts of the division • Adaptiveness to organisational demands • Professional flexibility • Creativity in developing solutions • A Can-Do attitude
Organisational expectations and directives in relation to policies and procedures and the organisation's purpose, vision and values.	<ul style="list-style-type: none"> • Familiarise yourself with and adhere to Windermere's Policies and Procedures, including the Code of Conduct, Human Resources policies and guidelines and Occupational Health and Safety obligations. • Demonstrate dedication and commitment to work in accordance with Windermere's values and behaviours. • Attend prearranged dates scheduled for supervision and organisation wide training, including organisation forums and online induction and be actively involved in the 6-week induction review, 3 and 6-month probationary reviews and a recurring annual performance review with the relevant supervisor. • Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation and will implement CQI strategies into their work practices. • Meet the challenges of change as it occurs within the service and organisation. 	<ul style="list-style-type: none"> • Ensure policies, procedures and codes are always complied with. • Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct. • 100% attendance at performance reviews. • Completion of induction and orientation within set timeframes. • Positively embrace and adopt change as it occurs. • Ensure arrangements are made so that 100% of courses are attended or completed. • Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available. • Protect the rights, safety and wellbeing of children and provide a child safe environment.

	<ul style="list-style-type: none"> • Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor. • Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk. 	
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The employee will be expected to perform other duties outside those set in this position description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the organisation's operational needs.

This position description may be amended from time to time at the organisation's discretion. Where there is inconsistency between KPIs in this position description and those within the Organisation Objectives, the Organisation Objectives will stand.

Windermere is committed to creating equitable environments for consumers and employees, this by building diverse and inclusive services and workspaces, where all peoples from Aboriginal & Torres Strait Islander, CALD, LGBTIQ+ Communities and those living with disability will know and feel accepted, affirmed, safe and celebrated. Windermere is delivering this through the continued development and implementation of our Welcoming and Inclusion Strategy as we seek to provide a diverse workforce at all levels.

4. CAPABILITY FRAMEWORK MAPPING

Our GROW Capability Framework describes the capabilities and associated behaviours expected of Windermere employees to be successful in their role. These capabilities and behaviours are aligned to Windermere's values and are essential for the delivery of Windermere's Strategic Plan. GROW gives our workforce of enablers a shared language to describe the capabilities needed to perform work at varying levels across different teams and roles. It sets standards regarding day-to-day work practices in all areas of workforce management including:

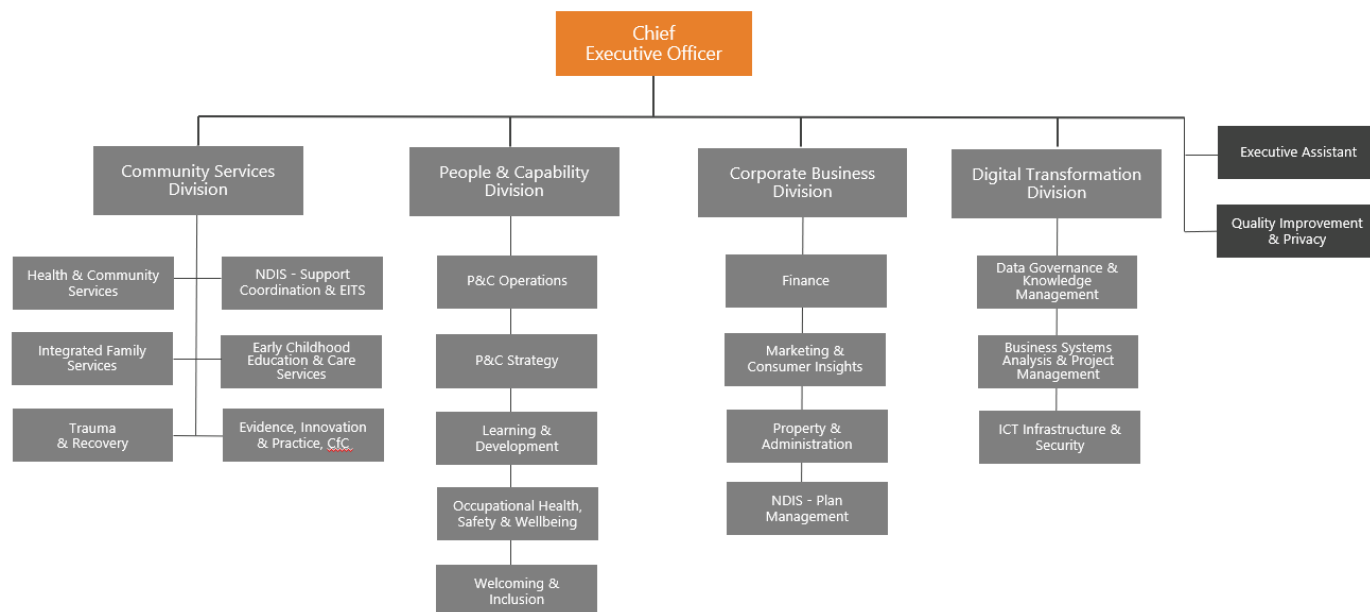
- standardised job design and role descriptions where capability requirements align with the purpose, accountabilities and challenges of a role
- recruitment practices that focus on assessing a person's capabilities at the level needed for a role
- performance development and coaching practices that help managers and staff to have a clear and common understanding of role expectations and areas for development
- mobility, where common descriptions of role requirements and capabilities help staff move between roles
- learning and development activities aligned to specific capabilities
- career planning conversations and activities that focus on developing capabilities to help staff progress to new roles
- workforce planning by identifying current and future workforce capability needs and gaps

This position has been mapped as follows:

Priority	Capability Group	Proficiency Level
1	Innovation and Continuous Improvement	Mastery
2	Service Delivery	Intermediate
3	Collaboration	Intermediate
4	Adaptability	Intermediate
5	Leadership	Foundation
6	Vision and Strategic Drive	Foundation

5. ORGANISATIONAL RELATIONSHIPS

Organisational Structure



LINE MANAGER:	ICT Infrastructure and Security Manager
SUPERVISES:	None
INTERNAL RELATIONSHIPS:	Management Teams, ICT Operations, Data and Insights, other business analysts and stakeholders
EXTERNAL RELATIONSHIPS:	Suppliers, subcontractors and consultants, government agencies

6. KEY SELECTION CRITERIA

- Degree qualifications in computer science, information technology or related fields
- 3-5 years of experience in Salesforce Administration and other database administration roles, plus 2-3 years of other databases such as SQL, MS Access, Oracle. MS Excel is a must.
- Salesforce Administrator Certification is compulsory. Familiarity with both Classic & Lightning environments on Salesforce
- High levels of experience with automation workflows, visual flows and process builder
- Strong analytical and problem-solving skills with attention to detail
- Good overall understanding of IT service management principles and practices. ITIL certifications well regarded
- Excellent communication and consultative skills, with experience working with diverse groups of stakeholders
- Experience in preparation and execution of test plans, test cases, ensuring alignment with business requirements
- A proactive approach to staying updated with emerging technologies and best practices, including artificial intelligence and machine learning techniques and apps
- Experience with Confluence, Jira, and Scrum/Agile methodologies.
- Adaptive, 'can do' attitude, with a collaborative approach to working within a team and a passion for data-driven decision making
- Willingness to promote and support practices that are inclusive, culturally responsive, safe and accessible
- If shortlisted, candidates must submit a copy of qualifications and certifications for verification prior to interview
- Current Victorian Drivers' Licence
- Willingness to undertake relevant pre-employment screening and checks - including Police Check, Pre-Employment Medical and Working with Children's check
- Right to Work in Australia e.g. Australian Citizen, Permanent Resident or Visa holder with full working rights

7. APPLICATION DETAILS

To maximise your opportunity for employment, it is recommended that you provide the following information:

- Covering application letter briefly addressing the Key Selection Criteria
- Current Resume

I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- The PD is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of Windermere's Training and Development policy.
- The PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by the immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

Occupant:

Name: _____

Signature: _____ Date: _____