

Position Title:	Salesforce Business Analyst
Award/Common Law	Common Law

About St John Ambulance South Australia

St John SA's vision is to create a safe, supported, engaged and resilient South Australian community

Our mission is to ensure the wellbeing of all South Australians is improved through St John SA's delivery of innovative, client centred, and evidence-based health, community and educational products and services. All of our work is underpinned by a professional network of volunteers and staff.

Our work in local communities encompasses health services, social connection programs, youth programs, first aid training and product sales, and supporting people during times of disaster – including bushfires and floods.

St John SA acknowledges and pays respect to Australia's Aboriginal and Torres Strait Islander Peoples, the traditional custodians of the lands, waterways and skies across Australia.

Position Summary and Requirements

The Salesforce Business Analyst is responsible for supporting, maintaining, and enhancing the organisation's Salesforce platform while working closely with business stakeholders to identify process improvement opportunities and deliver effective technology solutions.

This role combines business analysis, Salesforce administration, user support, and continuous improvement activities. The successful candidate will act as a key liaison between business users and technical teams, ensuring Salesforce delivers maximum value across sales, customer service, and operational functions.

Duties include but are not limited to:

Salesforce Administration & Support

- Provide day-to-day Salesforce administration, user support, and issue resolution.
- Manage user access, security settings, workflows, automation, and system configurations.
- Maintain data quality and support data imports, exports, and system upgrades.
- Liaise with internal IT teams, developers, vendors, and consultants to support the platform.

Business Analysis & Continuous Improvement

- Gather, analyse, and document business requirements from stakeholders.
- Identify opportunities to improve processes, efficiency, and automation.
- Facilitate stakeholder consultation and support the design and implementation of business solutions.
- Assist with change management, system enhancements, and user adoption initiatives.

Reporting & Insights

- Develop and maintain reports, dashboards, and performance metrics.
- Analyse business data and provide meaningful insights to support decision-making.
- Ensure reporting accuracy, data integrity, and KPI monitoring.

Training & Stakeholder Engagement

- Deliver user training, onboarding, and ongoing Salesforce support.
- Create and maintain user guides, training resources, and process documentation.
- Promote best practice use of Salesforce and act as a key point of contact for users.

Project Support

- Contribute to system implementation, enhancement, and business improvement projects.
- Support testing activities, including User Acceptance Testing (UAT).
- Assist with project planning, deployment, and post-implementation reviews.
- Collaborate with internal and external stakeholders to achieve project outcomes.

Essential Criteria

- Experience in Business Analysis and/or Salesforce Administration.
- Strong Salesforce administration, configuration, and support experience.
- Experience with Salesforce reports, dashboards, workflows, and automation.
- Understanding of CRM systems, sales pipelines, and customer lifecycle management.
- Experience analysing and improving business processes.
- Proven ability to gather and document business requirements.
- Strong problem-solving, analytical, and critical thinking skills.
- Ability to translate business needs into practical solutions.
- Strong stakeholder engagement and communication skills.
- Ability to explain technical concepts to non-technical audiences.
- Experience managing multiple priorities and stakeholders.
- Experience with project delivery and process mapping.
- Proficiency in Power BI, Power Automate, and advanced Microsoft Excel.
- Experience with Salesforce integrations and ETL tools.

Qualifications

- Salesforce Administrator Certification (preferred).
- Business Analysis certification (highly regarded).
- Bachelor's degree in Business, Information Technology, Computer Science, or a related discipline (desirable).
- Current Provide First Aid qualification, or willingness to obtain.

How to Apply

Submit your application [HERE](#) with your CV and cover letter expressing why you are suited to the position. Due to the large number of applications, please refrain from making phone enquiries regarding this opportunity. St John SA does not accept calls from recruitment agencies. St John SA care about keeping children and young people safe.

St John SA values diversity in the workplace and is an equal opportunity employer. Employment is dependent upon a Criminal History check that St John finds satisfactory, a valid and current Working with Children Check and the evidence of the right to work in Australia.