

Article

Salesforce Administrator

This is a fantastic opportunity for a Salesforce enthusiast with 2+ years' experience looking to expand their knowledge of Salesforce environments by working on different aspects of its administration.

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Job title:	Salesforce Administrator
Salary:	£36,000 to £38,000 (depending on exp)
Hours:	Full time (35 hours/week) Hybrid working (minimum 40% contracted hours in office) with visits to our office.
Location:	Beechwood Suite 3, Grove Park Industrial Estate, White Waltham, Maidenhead, Berkshire, SL6 3LW.
Reporting to:	Head of Data

NRAS is a leading health charity in the field of rheumatology based in Maidenhead, Berkshire seeking a Salesforce Administrator to join our team who can support the organisation with the development and maintenance of its database and data utilisation. Our future success and next 3-year strategic plan are dependent on our being able to use the data we hold and collect more effectively and intelligently than ever for the benefit of our service users and the organisation.

Please note: Candidates applying for this role are not required to have pre-existing knowledge of RA or JIA to be eligible for this role. Full training will be provided during induction.

Key Responsibilities

The main responsibilities for the Salesforce Administrator will include but are not restricted to, the following:

- Database Management and Security – Being the first point of contact for all internal staff with the use of Salesforce. This will involve day-to-day support with running reports, importing data, managing post retention processes, data cleansing and maintenance, modifying fields, troubleshooting issues and working with internal teams to fulfil their Salesforce requirements. The job holder will work with the Head of Data to ensure that all NRAS data is being processed and secured in accordance with the Data Protection Act 2018 and UK GDPR.
- Database Integration – Ensuring that the database integrates with the organisation's website(s) and its other digital assets seamlessly. This may involve liaising with our external consultants, conducting regular testing through the Salesforce Sandbox and potentially working with fields,

flows, validation rules etc.

- Support Internal Staff Training – Support the Head of Data on internal training regarding best practice in data entry and data management as well as new developments within Salesforce. Whilst the role of the Salesforce Administrator is key for providing day-to-day Salesforce support, they will need to be able to create processes that staff can follow for basic tasks independently, such as entering new records or extracting straight-forward reports.
- Data Segmentation – Post holder will work with the other teams to explore how Salesforce can be used to segment data and provide a more personalised communications approach using Salesforce Account Engagement.
- Data insights, analytics and AI – Post holder will provide support, insight and data analysis via reports and dashboards as well as prepare the database to implement and utilise AI capabilities.

Specific Duties

- Providing day-to-day Salesforce support to internal staff.
- Create and compile Salesforce reports and dashboards as requested by internal teams for bespoke projects.
- Collaborate with teams to gather, define and document requirements.
- Document developments following team processes.
- Create and document test documentation and record test evidence.
- Accurately log and report on work.
- Assist internal teams in identifying user journeys using Salesforce.
- Develop and maintain data entry and reporting processes.
- Monitor data quality and integrity to maintain an overall high-level of data quality.
- Evaluate new version releases of Salesforce-related tools and their compatibility with our current systems.
- Work with internal teams to collect information on any current technical issues and troubleshoot them as appropriate.
- Regularly report to the Head of Data and Senior Management Team on baseline performance metrics.
- Conduct regular audits of our data capture processes, manage data retention processes to ensure consistency and adherence to data regulations such as the
- Data Protection Act 2018 and UK GDPR.
- Regularly perform database de-duplication and cleansing procedures.
- Create and manage user profiles.
- Liaise with third party software providers to ensure data transfers are seamless and accurate.

Person specification

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Essential

Desirable

Skills and Experience

- Minimum of 2 years' experience working with Salesforce products including Account Engagement.
- Salesforce ADM 201 Certification.
- Proven experience of Salesforce CRM configuration, including the use of flows, validation rules, profiles and permissions.
- Proven experience of providing technical administration with Salesforce.
- Proven experience in data analysis, analytics and reporting, and presenting data in a structured and visual format.
- Excellent spoken and written communications.
- Adaptable and quick to learn, with a strong motivation to improve and develop own skills.
- Ability to articulate complex technical topics to a non-technical audience.
- Process-driven approach.
- Strong IT skills, particularly in MS Excel at intermediate or advanced level.
- Ability to write and maintain documentation.
- Keen eye for detail and analytical skills.
- Able to problem solve and trouble shoot to define appropriate solutions to a variety of issues.
- Ability to prioritise conflicting needs of the business and internal users.
- Ability to manage workload independently.
- Experience in integrating other digital platforms with Salesforce such, as Form Assembly and payment systems.
- Experience of data analytics software e.g. Power BI, Tableau.
- Enjoys working as part of a team and prepared to contribute when required.

Personal Circumstances and Attributes

- Ability to work under pressure and to deadlines.
- Highly motivated and committed.
- Positive outlook and approach.
- Can-do attitude.
- Organised
- Excellent written and spoken English

NRAS Structure

The post holder will report to the Head of Data and will work closely with the Data Team, Senior Management Team and all colleagues throughout the organisation as data users.

Other Duties/Information

- Attendance and participation in team meetings.
- Any other duties as requested by the Head of Data or SMT.
- NRAS expects all employees to respect the unique contribution of every individual and operates an equal opportunity and diversity policy. All employees must work responsibly within the health and safety policy of the organisation and ensure they are always observing this.

How to apply

Please contact Sam Grant-Riach on samg@nras.org.uk with your CV and a brief explanation of your skills and experience. In the subject line please include "Salesforce Administrator".

Benefits

- Full time working hours – 35 hours per week
- Flexible hybrid working, minimum 40% in office
- Employee Assistance Program
- 6.4 weeks annual leave including statutory bank holidays for full time staff
- Access to Mental Health First Aiders

We believe that diversity drives innovation and success. We are committed to creating an inclusive environment where every team member feels valued and respected.

We welcome candidates of all races, ethnicities, genders, ages, religions, abilities, and sexual orientations. We also encourage applications from individuals with unique perspectives, experiences, and skills. Our goal is to build a workforce that reflects the rich diversity of our community and fosters a culture of inclusion and belonging.

If you are passionate about making a difference and want to be part of a dynamic and supportive team, we would love to hear from you.

For all recruitment applications, the NRAS Applicant Privacy Policy is available in PDF form, if you require a copy please email samg@nras.org.uk.

NRAS in 2024

- 0 Helpline enquiries
- 0 Publications sent out
- 0 People reached

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