

Article

Salesforce Administrator

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Job Title	Salesforce Administrator
Salary	£35,000 to £37,000 depending on experience
Hours	Full time (35 hours/week)
Location	Hybrid working (minimum 40% contracted hours in office) with visits to our office at 4 Switchback Office Park, Maidenhead SL6 7RJ as required
Reporting to	Head of Data

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.

We're 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. Our future success and next 3-year strategic plan is dependent on our being able to use the data we hold and collect more effectively and intelligently than ever.

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, 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 stored and secured in accordance with the Data Protection Act 2018.
- Database Integration – Working alongside our third-party Salesforce programming consultants to ensure that the database integrates with the organisation's website(s) and its other digital assets seamlessly. This will involve liaising with our external consultants, conducting regular testing through the Salesforce Sandbox and potentially working with fields, workflows, process builder, 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 – Once settled into the role, the post holder will work with the Digital Marketing Manager and other teams to explore how Salesforce can be used to segment data and provide a more personalised communications approach using the marketing automation tool Pardot.

Specific Duties

- Providing day-to-day Salesforce support to internal staff.
- Create and compile Salesforce reports as requested by internal teams for bespoke projects.
- Assist internal teams in identifying user journeys using Salesforce.
- Develop and maintain data entry and reporting process.
- Monitor data 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 to ensure consistency and adherence to data regulations such as the Data Protection Act 2018.
- Regularly perform database de-duplication and cleansing procedures.
- Create and manage user profiles, licenses and dashboards.
- Liaise with third party software providers to ensure data transfers are seamless and accurate.

Skills and Experience

Essential

- Minimum of 2 years' experience working with Salesforce products.
- Salesforce ADM 201 Certification.
- Proven experience of Salesforce CRM configuration, including the use of workflows, process builder, validation rules, profiles and permissions.
- Proven experience of providing technical administration with Salesforce.com.
- Proven experience in manipulation of raw data and presenting it 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.
- Ability to prioritise conflicting needs of the business and internal users.

Desirable

- Experience in integrating other digital platforms with Salesforce such, as Form Assembly, Mailchimp and Pardot.
- 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.

NRAS Structure

The post holder will report to the Head of Data and will work closely with external salesforce consultants, Senior Management Team, the Fundraising team, the Membership Officer and all other database users.

Other Duties/Information

- Attendance and participation in team meetings.
- Any other duties as requested by the SMT.
- We operate a flexible hybrid-working policy, generous holiday entitlement (24 days plus Bank holidays) and have a workplace pension scheme.
- 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 “NRAS Salesforce Administrator Role”.

NRAS in 2023

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