Job Description: Salesforce Administrator

Reports to: Senior Salesforce Manager
Location: West London (with flexible working available)
Contract: Permanent
Pattern: Full Time (standard hours 9am – 5.30pm)
Salary: £35,000 to £37,500 (depending on experience)

About the role:

The Salesforce Administrator is a key member of the Salesforce team and works closely with colleagues across Ark Institute to maintain and improve our core business systems. Reporting to the Senior Salesforce Manager, the primary focus of the role is to support users and ensure the day-to-day health and maintenance of the Salesforce platform. Secondary responsibilities include gathering and understanding business requirements, providing additional capacity, and assisting with or leading on system improvement projects aligned to business priorities.

By enabling smoother processes and better data visibility, this role plays an important part in helping us deliver on our mission – empowering schools and improving the experience of teachers and pupils.

Key Responsibilities:

System Maintenance

- Lead on the maintenance of business systems, scheduling routine reviews to check functionality and quality assuring processes and arranging updates and improvements where required
- Monitor and respond to maintenance and bug queries, ensuring all queries are responded to and handled within the agreed SLA
- Lead the investigation into raised tickets; troubleshooting and actioning queries; triaging and escalating when necessary
- Lead on updating and reviewing of system guidance, documentation, and process diagrams to ensure they reflect the current as is of the systems
- Keep fully abreast of the latest updates to Salesforce and other systems and our system functionality, identifying and planning for any implications

System Development

- Build and maintain an understanding of the Ark Institute system architecture as a whole, sufficient to be able to identify technical solutions and manage risk
- Deliver process improvement and system development tasks and projects to tight deadlines
- Ensure high quality user testing is completed in advance of project completion and make necessary adjustments prior to deploying
- Develop a wide range of reports and dashboards to allow for monitoring in real-time
- Be proactive in advising on broader system capability where this might support business priorities, e.g. driving efficiencies, improving management information or an improving customer experience.

Project Management

- Work with the Senior Salesforce Manager to advise on further information and requirement scoping necessary to develop technical solutions, and providing estimates of time required (and cost where applicable)
- Act as a technical advisor to identify suitable solutions to address business needs, and identify risks of different solutions
- Keep status of tickets updated in our systems/tracking tools, noting down progress and actions taken, in order to enable prioritisation to be reviewed and revised delivery dates to be proposed

System Stakeholders

- First point of contact for users with technical issues/questions. Providing induction training to new members of staff and ad-hoc report/dashboard/list view guidance when required
- Primary contact with external suppliers supporting development projects, ensuring that requirements are tightly scoped and monitoring that deadlines are on track
- Be the point of contact for the organisation with third party systems (Form Assembly, Conga etc.), communicating with suppliers when necessary

Operations

- Work collaboratively with all members of the Digital team to achieve key strategic goals and deadlines.
- Identify and suggest ideas that can improve business efficiencies and enhance the customer experience and products
- Provide cover to members of the Digital team during busy periods or absences
- Provide cover where necessary to first-line support, including answering calls and responding to customer queries

Person Specification: Salesforce Administrator

Qualifications

- Salesforce Administrator ADM201 certified

Knowledge & Skills

- Considerable experience in using Salesforce and integrated systems
- Experience with FormAssembly and Campaign Monitor
- Experience of delivering on system improvement projects
- Experience in providing technical guidance to support organisation needs
- Strong organisation skills with excellent attention to detail
- Excellent written and oral communication skills
- Experience in using Microsoft Excel for analysis (tables and formulas)
- Experience in using case management tools and leading projects

Personal Qualities

- A natural problem-solver. Curious and probing to uncover problems and identify solutions
- Demonstrates resilience, motivation, and commitment
- A strong team player, who can develop long-lasting relationships and can bring people together
- Comfortable in working with complex and integrated systems
- Adaptable and can prioritise tasks based on needs and demand
- Confident to bring forward ideas and suggestions based on experience and knowledge

Other

- Right to work in the UK
- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this link.

We aim to build a diverse and inclusive organisation where everyone – staff and students – can do their best work and achieve their full potential. We want to reflect and represent diverse perspectives across our organisation because we know that doing so will make us stronger and more effective. To know more about Ark's diversity and inclusion commitments, please click on this link.