

# Join the team!

## Salesforce Systems Manager

Systems, Home-working or Head Office, London

(Occasional travel to services across the country required)

Grade 4 (lower): £35,064 + £480 Home-working allowance per annum, Pro rata

Or £38,707 (Inclusive of Inner-London weighting) per annum, Pro rata

37 hours per week (FTE) or Part-time options considered

Permanent contract

**Do you enjoy working in a dynamic and positive team? Have you got a can do approach and want to be part of an organisation that believes every family has the right to thrive?**

We are recruiting for a Salesforce Systems Manager to join our small but highly effective Systems team. Together we lead the support and development of Family Action's Salesforce-based systems to support diverse and high quality services. This is an exciting position, providing opportunities to make a real difference to our services in communities across the country.

### Key responsibilities are to:

- Drive the successful adoption of In-Form and other Salesforce-based systems by proactive communication, training and development.
- Provide support and training across our Salesforce-based systems – In-Form and CRM (550 users across 80 services).
- Optimise the benefit that systems can provide to the organisation by delivering a plan of improvements and developments.

You will have expertise and experience in Salesforce in the areas of administration, process automation, declarative development, training and end-user support. You will also be able to define and develop new business systems and manage small projects. You must be highly numerate with considerable expertise using Excel.



We are forward looking, ambitious and have a commitment to continuous improvement. We are a people focused, can-do organisation, which strives for excellence in all we do and operate with mutual respect. If you share these values and behaviours and have the necessary skills then we look forward to hearing from you.

Today, we work with more than 60,000 families in over 200 community based services, as well as supporting thousands more through national programmes and grants. We are the 7th Best Charity and 55th Large Company to work for in the UK in 2021 (Best Companies Awards), and were awarded the Third Sector Charity of the Year 2021.



### Our Values

People focus, Mutual Respect, Excellence in all we do and a Can Do attitude. If you can relate to these values and have the necessary skills and attitude, we can offer you:

- **A competitive salary, leave entitlement and pension scheme**
- **Career development opportunities**
- **A full induction and on-going quality training**
- **The opportunity to become part of FA initiatives**  
**Flexible working hours**
- **Managed workloads with regular supportive and reflective supervision**

Please email completed applications to: [completed.application16@family-action.org.uk](mailto:completed.application16@family-action.org.uk)

**Closing date:** Monday 31st January 2022 at 09:00am

**Interview date:** TBC

# Apply now

For an application pack and further information please visit

[www.family-](http://www.family-action.org.uk/workingwithus)

[action.org.uk/workingwithus.](http://www.family-action.org.uk/workingwithus)

Please note we do not accept CVs without a completed application form.

*Appointments are subject to Family Action receiving a satisfactory disclosure from the Disclosure and Barring Service.*



**Building  
stronger  
families**