

## Job description

### Job Title: Senior Salesforce Systems Manager

#### Homeworking

**Hours:** Full-time or Part-time options (FTE: 37 hours per week). The job holder will be expected to work flexibly to meet the needs of Family Action. Monthly travel to London office and occasional travel to services across the country required.

**Salary:** Family Action Grade 4 point 34 - 38

**Service :** Systems

**Reports to:** Deputy Head of Systems

#### Principal Accountabilities:

1. Manage the design and development of Salesforce-based systems for the organisation (c. 550 users across 80 teams)
2. Develop strong understanding of user needs throughout the organisation
3. Maintain an up-to-date working knowledge of the Salesforce platform and engage with groups offering insight and inspiration relevant to Family Action
4. Lead the planning and delivery of Salesforce-based systems to new services
  - a) Assess needs at services and develop systems as needed to meet their "local" requirements, whilst ensuring that the system can provide valuable organisational information and support quality and performance
  - b) Plan for the move – including data migration, training, adoption etc.
5. Develop and deliver effective training for new and existing users
6. Offer comprehensive assistance to Salesforce users while serving as the key point of escalation for members of the Systems team
7. Analyse operational challenges, devise strategic process improvements, and resolve underlying technical issues that impede business performance

8. Manage and deliver a plan of developments in order to optimise the benefit that Salesforce and In-Form provide to the organisation
9. Deliver technical expertise in advanced Salesforce administration including configuring process automation tools including Salesforce Flow
10. Work with organisational stakeholders to present the programme of work, gather expertise and establish priorities
11. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
12. To ensure the implementation of Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
13. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
14. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.
15. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - a) Being people focused
  - b) Reflecting a 'can do' approach
  - c) Striving for excellence in everything we do
  - d) Having mutual respect for everyone we work with, work for and support through our services

## **Person Specification**

### **Senior Salesforce Systems Manager Head Office**

#### **Senior Salesforce Systems Manager:**

1. Expertise and experience in Salesforce across the areas of advanced administration, process automation, declarative development, training and support
2. Demonstrable experience designing and implementing complex automated processes using Salesforce Flow to solve important business challenges
3. Expertise and experience defining and developing new business systems
4. Ability to work with complex data models and develop systems architecture
5. Experience and understanding of managing sensitive personal information and related legislation
6. Expertise and experience in leading and advising on organisational change programmes
7. Expertise and experience in the analysis and reporting of management information and performance indicators
8. Experience and understanding of IT and business systems and how they support improved organisational effectiveness
9. Ability to present solutions and influence senior stakeholders
10. Highly numerate individual who can analyse and present complex data
11. Considerable expertise working with Excel for analysis and data manipulation
12. Highly organised and structured approach to work
13. Ability to problem solve and apply innovative solutions to overcome constraints
14. Ability to deliver training and facilitate meetings and workshops
15. Knowledge and understanding of Safeguarding issues and an understanding of the importance of working within policy and procedures

16. Able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
- a) Being **people** focused
  - b) Reflecting a '**can do**' approach
  - c) Striving for **excellence** in everything we do
  - d) Having **mutual respect** for everyone we work with, work for and support through our services

ID: 913