

# Join the team!

## Senior Salesforce Systems Manager

- Salary Starting at £40,508 FTE per annum
- £480 home-based allowance FTE per annum
- 37 FTE hours per week, part-time options considered
- Contract type: Permanent
- Home-based, monthly travel to London office and occasional travel to services across the country required

**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 Senior 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 are a team player who loves to find and adopt creative solutions to solve problems with your users. You will have expertise and experience in Salesforce in the areas of administration, process automation, in-depth declarative development, training and end-user support. You will also be able to define and develop new business systems and manage small projects. You are highly numerate and a master in 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, 30 days leave entitlement, pension scheme and flexible working hours**
- **A full induction and on-going quality training including Salesforce Certification support**
- **The opportunity to become part of FA initiatives**
- **Managed workloads with regular supportive and reflective supervision**
- **Career development opportunities**

**To apply:** fill out the [Application Form](#) and email it to: [completed.application29@family-action.org.uk](mailto:completed.application29@family-action.org.uk)

Closing date: 9 am, Monday 21<sup>st</sup> August 2023

Interview date: 29<sup>th</sup> & 30<sup>th</sup> Aug via Teams

For direct queries with hiring manager, please email [Sonali.Bhagat@family-action.org.uk](mailto:Sonali.Bhagat@family-action.org.uk)

*Appointments are subject to Disclosure and Barring Service check.*



# Apply now

fill out the

[Application Form](#)

and email it to:

[completed.application29@family-action.org.uk](mailto:completed.application29@family-action.org.uk)

ID: 913

- **To learn more about Family Action:** check out our [Recruitment Pack](#)
- **To learn more about Family Action's terms & conditions:** check out the [Summary Terms & Conditions of Employment](#)
- **To help us fulfill our commitment to encouraging diversity and promoting equal opportunities:** fill out our anonymous [Equality & Diversity Monitoring Information survey](#)



Building  
stronger  
families