

# Salesforce Administrator and Business Analyst

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## Job Description

<b>Job Title:</b>	Salesforce Administrator and Business Analyst
<b>Responsible to:</b>	Managing Director
<b>Responsible for:</b>	N/A
<b>Liaises with:</b>	Heads of Departments

The Salesforce Administrator and Business Analyst is responsible for leading the development of new and existing internal changes to the Resurgo Salesforce instance. The key objectives for the role are to configure, develop and support a complex Salesforce system as well as managing the relationship with Resurgo's wider IT support supplier.

This strategic role will involve designing new solutions and helping to steer the direction of the charity at an exciting time of change. The Salesforce Administrator and Business Analyst's role will be in keeping with Resurgo's mission to be an expression of the Christian life and faith.

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## Key Responsibilities

### a) Database Design and Management

Resurgo currently uses Salesforce.com as its primary data collection software; in response to changes currently being made we are reviewing all our systems with the help of PwC. This role will involve overseeing such changes, whilst managing Resurgo's database to help the organisation record, monitor and analyse data to the highest efficiency. This will include:

- Working closely with the Director of Impact and an external Salesforce vendor to create innovative new systems and processes to match the Impact team's focus on data analysis, live reporting and performance management, including creating customised reports and dashboards.
- Liaising with different department heads to continuously customise and refine the database to best meet the needs of the organisation and providing regular updates on usage and critical updates. Keeping application users informed about system functionality and enhancements.
- Creating procedures to ensure high levels of data integrity and compliance with data protection.
- Troubleshooting any integration issues with other core systems

### b) IT Strategy

To oversee the IT strategy for Resurgo which will involve:

- Management of Resurgo's external IT provider and regular review to ensure the best possible support function for the organisation.

- Developing and implementing an IT strategy for Resurgo including contingency planning to ensure the organisation's IT infrastructure and telecoms are reliable, cost-effective and easily replicable across multiple sites to support Resurgo's growth, including exploring cloud based options, and implementing any changes as required.
- Managing critical IT issues through acting as a point of reference for Resurgo's external IT provider and communicating to the Resurgo team as appropriate.
- Liaising with department heads to implement creative solutions and excellent software to best support Resurgo's initiatives.
- Liaising with the Communications Department to manage Resurgo's website and domains.
- Keeping abreast of new Salesforce features and functionality and providing recommendations for process improvements; evaluate their impact on existing customised functionality.

**c) Testing and Training**

- Manage user acceptance testing processes, which includes devising test plans, creating test cases, establishing protocols and appropriate testing environments and coordinating actual software testing.
- To run training sessions to equip Resurgo's team in using the IT system and database.
- Daily administration, including logging and tracking identified system problems through to resolution.
- Creating and maintaining documentation on processes, policies, application configuration and help with development of user guide materials for users as applications are developed.

**d) Active participation in Resurgo's team and support for Resurgo's mission**

To help build and develop Resurgo's ethos and Christian life as a team member including leading and contributing to daily collective and personal prayer meetings as an integral part of Resurgo's operation and for the success of its mission.

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**Person Specification**

- Ability to personally represent the Christian values of Resurgo.
- Three years' experience of Salesforce platform and configuration including workflows, assignment rules, validation rules, Web2Lead, Email2Case, role hierarchy, profiles, sharing, triggers, formula fields, approval and escalation rules, configuration of single or multiple user setup, profiles and roles, customisation of objects, fields, record types, page layouts and validations.
- Proven software development and experience working with CRMs and relevant databases.
  - o Certification in Salesforce Administration ADM201 (Essential)
  - o Certification in Salesforce Advanced Administration ADM301 (Desirable)
- Strategic oversight of database design and management to facilitate end users, including design of workflows and user interface.
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- High emotional intelligence with the ability to relate to department heads and excellent communication skills.
  - Proven project management experience and the ability to manage your own workload.
  - High levels of accuracy and attention to detail.
  - Strong organisational skills including the ability to establish appropriate processes and structures.
  - Forward planner with good time management skills who works well under pressure and meets deadlines.
  - High levels of integrity and respectful with regards to data protection and confidentiality.
  - Strong analytical skills and ability to design systems and processes to facilitate data analysis.
  - Excellent IT skills, particularly with Salesforce and Excel, and an ability to use other MS packages, including Microsoft Word, Outlook, and PowerPoint.
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## Working Requirements

- One year fixed term contract
  - Monday – Friday 9.30am - 5.30pm
  - Occasional evenings per term (for events such as graduation night as well as the annual Spear fundraising party)
  - Occasional staff development and training events and annual staff conference
  - Participating in the wider staff team and taking an active part in weekly staff and prayer meetings
  - 25 days annual leave plus Christmas to New Year
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