

Salesforce Administrator

Job Level	5 TBC	Service	Data & Insight
Directorate	Internal Services	Function	
Direct Reports	0	Indirect Reports	0

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its [fundamental principles](#): humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose	The Salesforce Administrator will lead the ongoing development of our Salesforce deployment. The successful candidate will have a record of success in improving processes and adoption using the platform. The administrator will work closely with functional leaders, business units, and subject matter experts to identify, develop, and deploy new business processes including Fundraising, Marketing, comms and our core program business processes. The Salesforce Administrator will be responsible for executing the day-to-day configuration, support, maintenance and improvement of our CRM platform.		
Budgetary responsibility/ accountability	N/A	Accountability for other resources	N/A

Key Responsibilities	• Serve as primary system administrator for the Salesforce environment with 60+ users • Handle all basic administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks • Complete regular internal system audits and prepare for upgrades • Manage Salesforce data feeds and other integrations • Coordinate the evaluation, scope and completion of new development requests • Establish suitable processes to support administrative, development, and change management activities • Assist in training of new users, and grow the platform skill set across the British Red Cross • Work independently with members of the user community to define and document development requirements
Knowledge & Skills	• Excellent project execution skills, adaptability, and a positive attitude • Demonstrated ability to meet deadlines, handle and prioritise simultaneous requests, and manage laterally and upwards • Creative and analytical thinker with strong problem-solving skills • Must demonstrate exceptional verbal and written communication skills • Must demonstrate ability to communicate effectively at all levels of the organisation • Ability to critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs • Ability to assess the impact of new requirements and all upstream and downstream applications, systems and processes
Experience	• Minimum three years of experience as a Salesforce administrator • Salesforce Admin and Advanced Admin (ADM201 and ADM211) certified • Sales Cloud Consultant, App Builder, and Developer certifications preferred • Proven ability to design and implement new processes and facilitate user adoption. • Strong understanding of the platform, with the ability to build custom apps and objects, formula fields, workflows, custom views, flows, processes, and other complex declarative configuration • Strong understanding of Salesforce functionality • Strong data management abilities • A documented history of successfully driving projects to completion • A demonstrated ability to understand and articulate complex requirements
Additional requirements	Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy.

Pre Engagement Checks Highlight bold as required	
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DBS- England & Wales	N/A
PVG- Scotland	N/A
Access NI- Northern Ireland	N/A
Driver Check	N/A
<u>International Roles Only</u>	
International Police Check	
International Driving Licence for manual cars	

Role Reference		Review Date
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We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.