

Salesforce Administrator

Organisation: The National Lottery Community Fund

Directorate: Finance and Resources

Department: Technology

Role/Competency level: Level 3

Reports to: Enterprise Architect

Role purpose

In this role, as a Salesforce Administrator, you have a specialist technical role demanding expertise in Salesforce setup, configuration, and ongoing operation. This role requires intricate knowledge of the Salesforce ecosystem, from out-of-the-box functionality through to custom components, third party integrations and the Salesforce app exchange. This role also requires an appreciation of business processes, particularly workflows within the Fund context.

You must have a thorough understanding of data security and the Fund's responsibilities as a custodian of personal information. You must work closely with IT colleagues and our Data Protection Officer to ensure we're following good data protection practice.

As part of a multidisciplinary technology and digital team, you work with product, design, user research, digital development, and delivery colleagues to build and iterate our grant management system based on the Salesforce platform.

You will need to communicate effectively with the wider IT team, particularly feeding into the operational support model and when looking at integration points with other Fund systems.

As a technical specialist, you are relied upon to provide sound advice about the Salesforce platform to your colleagues. You have autonomy to solve problems and recommend solutions and potential product changes.

You will demonstrate problem ownership by, ensuring that the right actions are taken to investigate, resolve and anticipate problems. You'll be proactive in investigate problems and implementing solutions and preventative measures. You will also demonstrate strategic ownership by focussing on outcomes, not solutions. You will be able to get buy-in from team members and colleagues across the wider Fund. You're able to help translate the product vision in prioritised deliverable goals.

Showing user focus, you'll be able to collaborate with user researchers and represent users internally and understand the difference between user wants and needs. You'll champion user research to focus on all users and prioritise and define approaches to understand the user story, guiding others in doing so and recommend the best tools and methods to be used.

Key responsibilities

- Design, configure and optimise Salesforce solutions, including workflows, automations, integrations and connectivity with internal and external APIs.
- Manage and enhance platform functionality, ensuring solutions are scalable, secure and aligned to business requirements.
- Advise and support colleagues on Salesforce capabilities, best practice and effective use of the platform.
- Develop and maintain user guidance, knowledge sharing and training materials to drive user adoption and self-service.
- Provide day-to-day administration and technical support for a user community of around 750 colleagues across the UK, ensuring a high-quality and responsive support service.
- Investigate, troubleshoot and resolve platform issues, taking ownership through to successful resolution.
- Act as a key point of contact for Salesforce platform support, working closely with Salesforce Customer Support, third-party partners and suppliers where required.

Knowledge, skills and responsibilities

- Proven experience of configuring and administering Salesforce Lightning, including user management, permissions and security controls.
- Extensive experience designing, building, testing, maintaining and troubleshooting complex process Flows and automations.
- Strong knowledge of data management, including data import and export tools, migrations, data quality, deduplication, reporting and dashboard development.
- Demonstrable experience investigating, diagnosing and resolving complex issues, and delivering a responsive and high-quality support service to users and stakeholders.
- Experienced in configuring, managing and supporting Salesforce integrations and AppExchange solutions including tools such as Conga, Gearset, Spanning, and WithSecure.
- Proven ability to work effectively with Salesforce implementation partners, consultants and third-party vendors to deliver platform enhancements, integrations and support services

- Strong stakeholder communication skills, with the ability to gather, analyse and document business requirements, translating them to effective solutions and process improvements.
- Hold a current Salesforce Administrator certification, or an equivalent recognised Salesforce credential.
- If the role is based in Wales, or supports customers or colleagues in Wales, an understanding of Welsh language legislation and the Welsh Language Standards of the Fund is required.

Role Competencies: Level 3

- **Strategic direction**
Understands and communicates how own work and work of the team, supports wider objectives and meets the diverse needs of stakeholders. Aligns own actions with directorate and organisational goals.
- **Leading our culture**
Recognises and values individual contributions and puts in place support for well-being of individuals within the team, including consideration of own needs.
- **Working together**
Designs team processes to remove silos and nurture a culture of mutual support, driving higher performance across interconnected teams. Adjusts personal work styles and practices accordingly.
- **Delivering quality results**
Clearly communicates desired results and ensures individuals are supported and feel motivated to achieve what is expected.
- **Diligence and control**
Manages teams and own duties in line with set expectations and policy and/or regulatory considerations. Ensures corrective action is taken where necessary.
- **Developing self and other**
Takes time for own personal and professional development as well as supporting development needs of team members. Ensures self and team members have a Personal Development Plan to help achieve goals.

Our Values

- **We are inclusive:** We know that communities and organisations are stronger when everyone can participate and work to increase inclusion.
- **We are ambitious:** We believe in the power of community and connection and are ambitious for its potential. We support people and communities to shape the future and lead change.
- **We are impact focused:** We are inspired by communities and learn with them. We listen, reflect and use evidence to improve knowledge, inform action and increase impact.
- **We are adaptable:** We welcome and embrace new ideas and ways of working.
- **We are compassionate:** We work with care consideration and humility.