

Database (Salesforce) Administrator

The Liberal Democrats are looking for an experienced Salesforce administrator. The successful candidate will have a passion for problem-solving with 2-3 years of Salesforce administration experience (across sales, marketing and service functions), who's looking to make an exciting career move into political communications at a well-recognised brand.

The Salesforce Administrator will work as part of the team dedicated to ensuring that we are maximising efficiency and capitalising on the full features and benefits of the system based on the various user group needs.

Job Title:	Database (Salesforce) Administrator
Responsible to:	Head of Membership
Salary:	£32,000 - £40,000 per (depending on experience)
Benefit:	25 days annual leave, season ticket loan, 8% employer's pension contribution
Tenure:	Permanent
Hours:	Full time 40 hours per week
Location:	Lib Dems Headquarters, Westminster, London SW1P

Background

This is an exciting time to join the Liberal Democrats and to be working in British politics. The Lib Dems are the fastest growing political party and are providing the only effective opposition to the Conservative Brexit Government. Party's membership has reached its highest ever level (100,000+), and the Party's new leader, Sir Vince Cable, has set an ambitious membership agenda for the Party by pledging to make the Liberal Democrats the UK's second biggest political Party.

Purpose of job

As a key member of the Liberal Democrats' membership team, you will be the point person across the organisation for all Salesforce queries. You will be handling all administration queries such as custom objects, validation rules, workflows, reporting, dashboards, assignment rules, formula fields, etc. You will keep current on new releases and AppExchange solutions, provide training, and more;

Key Responsibilities

The main roles and responsibilities of the Administrator include but are not limited to:

- a) Create (design, document, build) and manage (test, deploy) changes to the system such as:
 - Proactively seek out and identify needed system changes;
 - Proactively gather feedback from users;
 - Manage system changes without interruption to the user;
 - Communicate system changes to the users in advance so they understand the change and how to use it prior to implementation;
 - Modify the system to increase benefits and usability.
 - Manage all processes that impact / relate to Salesforce.com.
 - Create and maintain fields, views, custom objects, fields, formulas, validation rules, custom workflow, approval processes, and other salesforce.com enhancements, objects and functions;
 - Handle on-going customization/ alteration of Salesforce.com;
 - Create new reporting capabilities and respond to ad hoc reporting requests as needed;
 - Provide support functions as needed.
- b) Overall responsibility for maintaining the System, Security and Integrity such as:
 - Map salesforce.com hierarchy and territories in response to personnel changes;
 - Reassign Accounts, Contacts, and Opportunities in response to personnel changes;
 - Grant/ remove and maintain user licenses;
 - Maintain security including sharing rules and security levels;
 - Design, Create and maintain user roles, profiles and hierarchies; and
 - Monitor application storage usage and archive data as needed.
- c) Process Creation, Documentation and Maintenance:
 - Document company processes and workflows;
 - Develop process documentation and field maps; and
 - Create new processes and associated reporting.
- d) Liaising with colleagues in addition to other internal and external stakeholders on both technical and non-technical aspects of the role.
- e) Building excellent and effective working relationship with key contacts across the organisation such as local, regional and state party officers.
- f) Liaise with other members of the team to manage and prioritise ongoing support requests and administrative needs of users across different departments.
- g) Stay up-to-date on upcoming versions of Salesforce and applications to inform recommendations on system scalability and sustainability.
- h) Undertake other duties and responsibilities as specified by the line manager.

PERSON SPECIFICATION

The successful candidate will be an experienced Salesforce administrator with 2-3 years of Salesforce administration experience (across sales, marketing and service functions) who has a passion for problem-solving.

Essential Skills and Experience

- Min 2-3 years of Salesforce administration experience (across sales, marketing and service functions).
- In-depth knowledge of the standard capabilities of SFDC and have successfully expanded on those capabilities through the use of custom code (Apex, s-controls) and/or integration with external systems.
- Data experience, from data entry to data cleansing in Microsoft Excel and other tools.
- Detail oriented and self-starter with strong written and interpersonal skills.
- Ability to work independently, as well as part of a team.
- Team player with positive “Can-do” attitude.
- A passion for problem-solving.
- Proven success and complete comfort working for high growth, fast-paced, rapidly changing, team-oriented environments.
- A track record of owning projects and strong time management skills.
- Excellent attention to detail.
- Sympathy with aims and objectives of the Liberal Democrats.

Desirable Skills and Experience

- Previous re-engineering experience updating an existing Salesforce.com configuration to provide solutions for reporting, workflows and enhanced functions is highly desirable.
- Experience in, or an understanding of, membership organisations is not essential but would be an advantage.