

Salesforce Compliance Officer

Purpose of the role

How much you achieve in life should not be determined by how much your parents earn. Yet in the UK, it too often is. We are an education charity that work with like-minded people and organisations towards a day where every child has the education they are entitled to. We train people with leadership potential to be inspirational teachers in schools in low-income communities across the country. These leaders go on to work in schools and other sectors of society towards our vision: a future where no child's educational success is limited by their socio-economic background. For more information on the work we do and which regions we operate in, please visit www.teachfirst.org.uk. The Charity has ambitious plans for growth in order to achieve the goal of ending educational disadvantage and Technology plays a vital role in the success of the Charity. Technology partners with employees across the charity to ensure we leverage the power of technology by providing creative solutions, responsive services and reliable access to an enabling infrastructure.

We are currently seeking a proactive and motivated individual who is excited by the opportunity to shape change and contribute towards the future growth of a national charity. As the Salesforce Compliance Officer, you will be responsible for introducing a CRM framework of policies, processes that will enable the org to leverage our relationships by deepening engagement across our community and delivering excellent long term value. A key focus is to embed a customer centric approach in the way we manage relationships, ensuring consistent application and driving adoption across the company.

This is a fantastic opportunity for someone who would like to progress their career to the next level and gain exposure influencing org-wide decision making. You will help take Teach First to a new professional level and support the organisation to think outside the box and come up with creative and resourceful solutions. You will join a fast-paced, dynamic and growing organisation that puts people at the heart of its values. We currently operate across ten geographical locations in England and Wales.

What you do

At this level you will:

- Report to the CRM/MI Transformation Manager
- Take a lead role on the CRM Governance group
- Introduce and embed use of CRM best practices to colleagues across the org

Your responsibilities include:

- Working with the CRM/MI Transformation Manager to define policies and processes that establish the CRM framework.
- Create a CRM toolkit to include CRM best practices, documentation and user guidance to enable to business to deliver our goals
- Set and monitor KPIs for optimising CRM activity across the org
- Support the business to ensure they comply with the framework that has been defined.

The critical responsibilities of this role are described above. They may be subject to reasonable changes from time to time in line with business need.

Person Specification:

Essential:

- Expert knowledge of CRM principles, standards, and best practices

- Experience of monitoring compliance of Salesforce best practice.
- Good communication, influencing and stakeholder management skills

Desirable:

- Salesforce Marketing Cloud
- Knowledge of Project Management methodologies

All our employees are expected to model [our values](#) and help others to do so.

Salary & Contract

£35,765 + excellent benefits

Full-time, Permanent

Location

Teach First, National Office, 6 Mitre Passage, London, SE10 0ER

Benefits

Teach First's core benefits include 27 days holiday per annum (3 of which must be taken during the one week holiday shutdown period between Christmas Day and New Year's Day), participation in the pension scheme via Salary Exchange (with an employer contribution of up to 6%), life assurance, income protection and private healthcare. Through our flexible benefits platform access to childcare vouchers, interest free travel season ticket loan, subsidised dental membership, health screening, discounted gym membership, travel insurance, GAYE and the option to buy/sell annual leave.

How to apply

Please send your CV and covering letter to Careers@teachfirst.org.uk