

Salesforce Manager

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.

Teach First's implementation of Salesforce is complex, and unique. The charity is rapidly growing in its ambition, scope and reach, and continually generating new initiatives and business activities. To support this growth we need an excellent Salesforce Manager with the ability to immerse themselves within the business, deeply understand the needs of all of our stakeholders, and to lead a team to be able to translate this into functionally rich changes to our platform.

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 Manager, you will be responsible for overseeing the day to day running of Salesforce at Teach First. A key focus is to manage all small business change according to the governance model and change control processes.

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.

Responsibilities

At this level you will:

- Report to the CRM / MI Manager
- Work within the Technology department in the CRM / MI Team
- Lead the Salesforce Governance Group

Your responsibilities include:

- Managing the day to day running of Salesforce including system performance, change control, and support.
- Support the continuous development of Salesforce to ensure it remains aligned to the evolving business needs.
- Ensuring all change is managed according to governance and change control processes.
- Working with the CRM / MI Manager to establish and maintain a Salesforce Centre of Excellence and improved governance model
- Liaising with the Process Manager, CRM Process Officer and across areas of the org to understand business context for change.

- Design and delivery of meaningful change that will enable us to meet our goals and meet with systems best practice.
- Liaising with the IT team on development projects integrating with Salesforce.
- Support CRM / MI Manager where needed planning the Salesforce re-implementation.

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 Force.com platform features and functionality
- Knowledge of Salesforce Marketing Cloud
- Requirements gathering, analysis, solution design, and documentation
- Excellent communication, influencing and stakeholder management skills
- Expert business analyst with ability to think critically and strategically when gathering and validating requirements.
- Good working knowledge of CRM principles

Desired:

- Salesforce Marketing Cloud
- Lean Six Sigma
- Blueworks Live
- Knowledge of Project Management methodologies

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

Salary & Contract

£50,000 + excellent benefits
Three-year Fixed Term Contract

Location

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