

Contract Type:	Permanent
Hours:	37.5
Location:	Any Teach First local area office
DBS:	None
Level:	2
Salary:	£31,510 plus roles based in London will receive £3000 London Weighting Allowance

CRM Trainer

Purpose of the team:

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.

Purpose of the role:

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 CRM Trainer you will be responsible for overseeing a CRM and Salesforce training programme to support the needs of the business at Teach First. You will help take Teach First to a new professional level by enabling end users to successfully use Salesforce and CRM related tools to meet key business objectives and delivery an exceptional customer experience. 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.

At this level you will:

- Report to the CRM / MI Manager
- Work within the Technology department in the CRM / MI Team
- Engage and support the user base through a transformational programme of change

Your responsibilities will include:

- Design and deliver a complex CRM training programme
- Creation of training materials and guidance documents
- Proactive in identifying and responding to areas of business need
- Monitor and track progress of learning
- Implement and oversee a train the trainer model

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. As part of the role you may be required to travel to other UK locations from time to time. You will also be required to attend away days/retreats and the annual "Offsite" event which is mandatory for all employees.

Person Specification

Essential skills and experience:

- Experienced in providing user training on Salesforce CRM
- Experienced in designing training content in various formats
- Confident in ability to engage and deliver training to groups of users with different needs and levels of ability
- Knowledgeable on SFDC and concept of cloud applications

Desirable skills and experience:

- Salesforce Marketing Cloud

All our employees are expected to model our values and help others to do so.

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

How to apply

To apply for a vacancy at Teach First you are required to complete an online application form. Please have your CV and covering letter ready to upload. If you are an internal candidate, please apply via your HR Self Service menu after informing your line manager of your interest.

Next steps

We aim to provide feedback to all applications within 10 working days from the closing date. For this role telephone interviews will take place on 17th and 18th January 2019. First round interviews will take place on 22nd and 23rd January 2019 and Second Round Interviews will take place on 29th January 2019.