

Salesforce 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 Trainer 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 Salesforce 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 deliver 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 a training programme for employee use of Salesforce and CRM related tools
- Deliver training related to system upgrades, and new solutions
- Assist in training and testing
- Onboard new starters and engage users to attend system and role related training
- Design methods to reinforce learning and assess progress
- Create and maintain of training materials and guidance documents
- Design training sessions for delivery across multiple channels such as classroom led, video, or drop in sessions and include one to one and group participation
- Proactive in identifying and responding to areas of business need
- Promote compliance with our CRM best practices
- Liaise with other departments to identify knowledge gaps areas for improvement
- 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:

- Ability to engage audiences at all levels
- Flexibility to adapt training methods to suit audience
- Excellent verbal and written communication skills
- Experienced in providing user training on Salesforce Lightning Experience
- 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
- Salesforce Chatter
- Skype for Business