The role

The rundown: The Charity has ambitious plans for growth in order to support creating a fair educational for all. Technology plays a vital role in the success of the Charity. Technology partners with employees across the charity to make sure we leverage the power of technology. We provide creative solutions, responsive services and reliable access to an enabling infrastructure.

As Salesforce Project Manager, you will play a duo role of both a Project Manager and Business Analyst. You will work with your colleagues on leading exciting, transformative Salesforce projects, as part of a organisation wide transformation.

The detail: day-to-day work

- Lead on the full project management life cycle of projects in Salesforce by leading on requirements building, design, development, testing and the implementation of new processes and products in our new Salesforce environment
- Identify where the key pain points are in Salesforce and provide initiatives and solutions to improve processes by working closely with the technical team
- Positively manage challenges on any given project by remaining focused and proposing solutions
- Build strong relationship with stakeholders on the project, inspiring, engaging and motivating them throughout its duration
- Be responsible for the monitoring and reporting of projects
- Providing general support to Head of CRM to move our transformation project forward in a positive light

You’ll take ownership for:

- Reviewing painpoints and suggesting improvements inline with project goals and requirements
- Liaising with stakeholders to understand the needs of the business, as well as managing their expectations
- Lead on projects assigned to you and ensure best practice is followed through the lifecycle of the project
- Ensure you are delivering projects in accordance to expected benefits and stakeholder engagement
- Be responsible for ensuring that the changes you make in your project are understood and adopted by the users.
About you

The essentials:

- Extensive experience of project managing Salesforce/Technology projects as part of a bigger programme of work.
- Experience analysing business painpoints/ opportunity areas and ensuring projects meet desired objective
- Extensive experience with Agile project management methodology. Prince 2 foundation accreditation
- Experience on working with native products of Salesforce, Sales, Marketing and/or Community cloud
- Experience of managing tender processes/product selection
- Strong presentation, communication (written and verbal) skills, and interpersonal skills
- Outstanding relationship management skills, and the ability to work effectively with senior stakeholders.
- Experience of building relationships with a range of internal stakeholders, and working to align varied, often competing, interests

The nice to haves:

- Prince 2 accreditation to practitioner level

We succeed when we work together. Here’s who you’ll be working with regularly:

- You will be working in a collaborative Salesforce Community
- You will also be working alongside Technology and the Business Transformation Project Team
- Developing good working relationships with business users within the organisation

More info on how the role fits in with the rest of the team and charity:

You’ll report to: [Head of CRM]

This position is a level 3 role. Take a look at our role levels and where you’ll fit in on our Working for us webpages (under Pay and Benefits).
More about working for us

There’s lots of great stuff about working here. For full details pop over to our webpages.

Our culture: We live by our principles. They underpin our culture and identity. And inform everything we do. Find our more about our cultural principles.

Diversity and inclusion: Together we’re creating a culture where everyone, from any background, can do their best work. We particularly welcome applications from disabled, Black, Asian and Minority Ethnic (BAME), Lesbian, Gay, Bi, Trans including non-binary (LGBT+) candidates, and candidates whose socio-economic background reflects that of the pupils we work with. These groups are underrepresented at Teach First and we’re committed to better representing the communities we serve.

We’re signed up to the Association of Chief Executives of Voluntary Organisation and the Institute of Fundraising’s principles which aim to address the racial diversity deficit in charity leadership. We are Stonewall Diversity Champions. We want you to be able to bring your whole self to work. Find out more about what we’re doing to improve diversity and inclusion.

Our benefits: Our mission is critical and the work’s important, but so’s your life. We’ve put together a benefits package that means you can live and work well. Find out more on our Working at Teach First webpages.

This role is suitable for agile and flexible working

Our agile way of working gives you flexibility. Need to start late, finish early or fancy a change of scenery? That’s fine, our Agile Working policy focuses on what you achieve, not presenteeism.

If you need a set and regular working pattern to support your life have a chat with us about flexible working options. Over 100 of us already have a flexible working agreement, with more than 70 different working patterns in place. We’re ready to hear your request. Find out more via our flexible working policy (available on our working for us webpages).

Building a fair education for all.
And a great place to work.