



**Job Title:** Salesforce Administrator

**Department:** IT Operations

**Location:** Kings Hill

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An exciting opportunity has arisen for a talented Salesforce Administrator to join our IT Operations team.

Reporting to the IT Operations Manager the ideal candidate would be an experienced Salesforce Administrator with at least 3 years' experience in a similar role.

They will work as part of the IT Operations team, ensuring that all environments are maintained and in sync. They will work closely with the Salesforce Developer/Consultant and the IT Solutions Manager to ensure that all code is deployed using our standard release process. They will ensure that user provisioning is granted in line with Cabot JML process and to also troubleshoot environmental issues as and when they arise, to ensure the platform meets Cabot availability targets.

This is a new role due to expansion of the team, and is the ideal role for someone with a strong technical background looking to progress their career.

**Key Responsibilities:**

- Work with the IT Service desk to provide end-user support in the form of setting up and managing rights of end-users, resolving business queries, and triaging and escalating bugs and issues with the vendor via approved processes
- Monitor usage levels and data volumes ensuring we remain within limits of the licences
- Create and maintain a working knowledge base within Service Cloud
- Work closely with the Data team, and understand how IT Operations can contribute to their requirements:
- Monitor and report on data quality and customer/account profile quality
- Constantly review and optimise data model within Salesforce, identifying change requests to downstream systems and infrastructure
- Ensure data policies (i.e. retention, transfer) are understood and implemented within the platform
- Navigate CAB processes
- Document and maintain rules within knowledge base
- Establish and maintain relationships with vendors, IT Solutions and programme team, ensuring Cabot gets the most from the platforms it uses
- Ensure close relationship with Success Manager at Salesforce, leveraging premier support, accelerators
- Utilise chatter and other elements of the platform to ensure teams can collaborate and communicate effectively
- Support, coach and mentor wider IT Operations team members
- Educate and inspire stakeholders with the 'art of the possible'
- Working closely with stakeholders, ensure compliance with FCA and, PCI and data protection legislation. Ensure that Service Cloud systems meet Infosec security principals and best practices.

**Disclaimer** -The above statements are intended to describe the general nature and level of work being performed by people assigned to this role. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed to meet the ongoing needs of the organisation.



**Technical Requirements:**

The ideal candidate will have held CRM positions within a fast-paced B2C environment, ideally within the financial services or retail/ecommerce sector

**To succeed in the role you must have:**

- Salesforce Administrator accreditation across Sales, Service and Marketing Clouds
- + 2 years previous experience as an administrator
- Previous experience of managing or working within a Salesforce implementation partner

**You will be able to demonstrate:**

- Commitment to quality and timely service delivery
- The ability to prioritise a busy workload, and ensure the team is focussing on the right areas
- Pro-activeness and responsiveness
- Excellent attention to detail
- A team player who understands the bigger picture and impact of decisions
- Clear communicator of views and opinions
- Experience of developing and managing 3rd party relationships.
- Excellent verbal and written communication skills at all levels.
- Ability to consult before making judgments

**What can we offer you?**

We are offering a competitive salary of £40,000-50,000 depending on experience, a great bonus scheme and loads of fantastic benefits, such as gym subsidy, private health insurance, travel insurance, pension, 23 days holiday, on site massage and health checks plus much, much more, so if you are interested in this exciting opportunity please apply now.

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