



At Cabot, we pride ourselves on being the best at what we do and we recognise that it's the people that make the difference to any organisation. So, are you ready for a new challenge?! As we are on the lookout for a Salesforce Administrator to join our IT Operations department in our dynamic Kent office on a 9 month FTC.

**Not heard of us? Here's our story:**

Cabot Credit Management is a market leader in credit management services. We are an award winning, Investors in People Gold accredited organisation and we are passionate about the ethical treatment of our customers and employees. Our mission is to create pathways to economic freedom and our vision is to make credit accessible by partnering with our consumers to restore their financial health.

**Things you should know:**

Reporting to the Head of Cloud & Networking, the right 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, IT Solutions and Digital Teams to ensure that all Salesforce updates and releases are deployed using standard Cabot release and change management 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 temporary role to provide a maternity cover for current Salesforce Administrator.

Some of the key responsibilities include:

- Serve as a primary system administrator for the Salesforce Service Cloud environment
- Handle all basic administrative functions including user management, profiles, roles, permissions, assignment rules, queues, licenses, release management, troubleshooting, capacity & storage, and general systems maintenance.
- Complete regular internal system audits, health checks and prepare for upcoming maintenance and upgrades.
- Setting up and managing rights of end-users
- Resolving business queries
- Triaging and escalating bugs and issues with the vendor via approved processes

**The fun facts:**

Not only are we offering a competitive salary of £40-50k DOE and a fantastic bonus scheme, you will also be entitled to loads of great benefits such as 23 days holiday plus all bank holidays, discount and cash back on hundreds of high-street shops, private health insurance, healthcare cash back plan, travel insurance, pension, on site health checks plus much, much more.

**Things we need from you:**

- 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.
- Salesforce Admin ADM201 certified
- Minimum 3+ years hands-on Salesforce Administrator experience within Service Cloud

**What happens next?**

If this sounds like you and if you would like to join our rapidly expanding company that offers excellent career progression, then we would love to hear from you! We are looking for people to interview now and join us ASAP

**Diversity and inclusion** are very important to us at Cabot and we value a multitude of diverse talent within our business. We want everyone to be themselves at work and encourage a culture that includes everyone. Our policies ensure that every candidate and employee are treated fairly and with equal opportunities.

*\*\*At Cabot we are highly regulated by our clients, as such, any successful candidates will have to undergo a basic credit check and criminal background check. Please note that we are unable to proceed to interview stage if a CCJ, IVA or Bankruptcy appears on a credit file, or if you do not have full right to work in the UK – we are unfortunately unable to offer sponsorship.*

