Senior Salesforce Administrator

**Department:** Directorate of Technology, Estates and Facilities - IT Services

**Hours of work:** Full Time | 37 hours per year

**Contract type:** Open

**Salary:** Grade 7 | £42,155 - £51,805 per year
**Introduction**

The Directorate of Technology, Estates and Facilities [DTEF] is responsible for ‘providing outstanding work, study, research facilities, and facilities to enhance the student experience, on campus and online’.

The role will be part of the digital services team within IT Services. We introduced Salesforce ServiceCloud in early 2021 and now Salesforce is being positioned as a core platform for the University and we see a huge opportunity to deliver great services, which will ensure our users can take advantage of self-service, reach us through new channels and improve efficiency across the University. Salesforce will be integral to the delivery of a number of programmes of work that will in turn enable the university to deliver on its “2030” strategy.

The post holder will work closely with our implementation partner, project team and business change manager to establish the service and then work closely with users to support them to use the platform effectively and implement new functionality.

**Main purpose of the role**

As a Salesforce Administrator the post holder will take a lead role in the implementation and support of Salesforce across the University. They will work closely with support teams across IT and the University from Agile Development teams to staff in Academic departments who will all have varying experience with service management platforms. The Salesforce Administrator will be responsible for executing on the day-to-day configuration, support, maintenance and improvement of the platform.

The primary focus of the role is to implement and maintain Salesforce in line with best practice, ensuring that new functionality can be adopted by all users as easily as possible. The post holder will engage proactively with users, seeking our opportunities to assist them in streamlining and automating business processes. They will maintain an excellent working knowledge of existing and forthcoming functionality and combine this with their knowledge of how teams are using the platform to exploit the platform as fully as possible.

We encourage a very collaborative approach, and welcome supportive challenges in our teams to ensure that balanced decisions are made for overall service design and provision. The post holder will have the opportunity to make a difference and learn by contributing to Communities of Practice, accessing training support and helping deliver to the University.

**Key responsibilities**

(Role holders will be required to undertake some or all of the duties below)

1. **Role Specific Responsibilities**
   - To provide technical expertise and leadership to the development of strategic IT services and systems typically through being the senior technical authority on Salesforce.
   - Alongside senior members of project and delivery teams create a culture of continuous improvement in the design and delivery of services, taking an advocacy role for Salesforce across the University.
   - To manage the development, implementation, maintenance, and support of business critical processes on Salesforce that underpins key services to the University.
   - To define, agree and implement appropriate tools and processes for the effective development and maintenance of services. Working with the Head of Software Development and development teams in taking a continual improvement approach.
   - To research, evaluate and recommend ways in which Salesforce can contribute to increased quality
and productivity for development and support teams.

- Take part in and develop communities of practice on Salesforce and service management best practice.
- Actively develop and support a network of Salesforce super users who can work within a framework you define to extend and implement Salesforce functionality in their own departments.

2. University of York Responsibilities for Grade 7

Service and Operational Delivery

- Contribute to operational leadership and decision making to shape the nature and level of professional and support services within own area of responsibility.
- Line manage and lead the work of a team or section; optimise use of resources and ensure team objectives are met; set the overall direction and goals of the team.
- Accountable for delivery of a service for a large or complex area or across multiple service areas.
- Make effective use of digital solutions to carry out operational activity and lead the development of efficiency improvements.
- Provide support and encouragement for members of the team through effective leadership; demonstrate compassion and give advice on commonly occurring wellbeing issues.

Continuous Improvement

- Review service / operational delivery, identify additional service requirements or shortfalls and develop innovative solutions to progress.
- Promote the improvement and efficiency of services by implementing and managing the review and improvement of service procedures.
- Review internal and external practice to identify and deliver opportunities for future improvements or efficiencies.
- Apply expertise to identify, understand and propose resolutions for significant, long term or complex problems.
- Proactively identify opportunities for building new personal knowledge and skills for self and others. For roles at this level with line management responsibilities, ensure training and development needs of the team are met.
- Deliver knowledge sharing on specialist defined processes to the broader team and/or the University.

Specialist Contribution

- Act as a specialist point of contact for dealing with complex data and information sources, providing interpretation and analysis.
- Responsible for shaping the development and learning of others both within and outside of the team, through the design and delivery of training sessions.
- Provide expert professional subject expertise and problem-solving skills, sharing knowledge with the team as needed.
Collaboration and Communication

- Produce communications for promotional and reporting purposes, designing and structuring information and facts, applying creative and innovative principles to influence and engage.
- Actively participate in internal and external communities of practice and knowledge sharing with a view to inform and improve future service or operational delivery plans and development.

Governance and Oversight

- Oversee activity to ensure all processes and transactions are delivered in line with regulatory and professional service and policy standards, ensuring appropriate controls and monitoring interventions are in place.
- Provide advice to stakeholders regarding compliance and regulations where there is a level of ambiguity or discretion to be applied.
- Horizon scan to understand emerging legislation and regulation and support consideration of the University’s response.
- Where applicable to the role, take responsibility for health and safety considerations of the work environment, through the completion and implementation of risk assessments.

Planning and Organisation

- Responsible for the planning and organisation of the workload of the team across a range of activities, on a regular basis.
- Contribute to longer term planning requirements at operational and occasionally strategic level; make recommendations about future resource requirements.
- Lead large scale projects to facilitate major service or operational change.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.
## Person specification

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<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Knowledge of current software development practices</td>
<td>Essential</td>
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<tr>
<td>Knowledge of CRM platforms and business process automation</td>
<td>Essential</td>
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<td>Sound knowledge of systems architecture, understanding of the operational requirements and challenges in supporting high availability IT systems and experience of introducing and supporting new processes and systems</td>
<td>Essential</td>
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<tr>
<td>Knowledge of Security and data governance in relation to the design and development of systems.</td>
<td>Essential</td>
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<tr>
<td>Proven success in supporting a service management or CRM platform and in exploiting platform capabilities.</td>
<td>Essential</td>
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<tr>
<td>Able to gather and interpret user requirements and turn these into solutions.</td>
<td>Desirable</td>
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<tr>
<td>Salesforce certification(s)</td>
<td>Desirable</td>
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**University of York Person Specification for Grade 7**

### Qualifications:

- Level 6 qualification. (Qualifications at this level include a degree. Please [view the full list](#). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience. | Essential |

### Skills - demonstrates the ability to:

- Lead large-scale projects                                                                                                                    | Essential |
- Gather, analyse, interpret and report complex data/information                                                                             | Essential |
- Use digital technologies including Google applications and/or Microsoft Office                                                             | Essential |
- Communicate to engage and influence others                                                                                                   | Essential |

### Behaviours:

- Works collaboratively with others                                                                                                            | Essential |
- Delivers a quality service                                                                                                                   | Essential |
- Develops self and others                                                                                                                     | Essential |
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<th>Actively champions respect, inclusivity, equality and diversity</th>
<th>Essential</th>
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<td>Identifies and implements continuous improvement</td>
<td>Essential</td>
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