

Supporting Lesbian, Gay, Bisexual &
Trans Young People in Ireland



Job Description: Salesforce Administrator

Salary:	€50,000 per annum on a pro-rata basis
Hours:	Full-time, 35hrs per week
Reporting To:	Fundraising and Operations Manager
Direct Reports:	none
Supported By:	Youth Work Manager, Finance and Administrative Assistant,
Term:	Fixed term contract expiring on the 31 st of December 2018 (<i>inclusive of a 3-month probationary period</i>) possibility of extension subject to funding confirmation.
Starting Date:	ASAP
Application Deadline:	5pm GMT, Friday 20 th July 2018
Interview Date:	Friday 27 th July 2018

Overview

BeLong To's vision is for an Ireland where lesbian, gay, bisexual, transgender, and intersex (LGBTI+) young people are equal, safe, and valued in the diversity of their identities and experiences. We work with LGBTI+ young people as equals to achieve our vision through youth work, changing attitudes, and research.

Our core values are those of inclusion, integrity, and respect, in an environment of honesty and openness. Our purpose is to create a welcoming, supportive, safe and fund space for LGBTI+ young people. We are committed to collaboration and youth participation. We believe in solidarity and intersectional equality, and our work focuses on human

rights and social justice. We are dedicated to continuous improvement in everything we do.

The Salesforce Administrator will work as part of a small project team ensuring that we are maximizing efficiency and capitalizing on all the full features and benefits of the system based on various user group needs. We are seeking a candidate with excellent technical and communication skills who can interface directly with internal stakeholders to understand their needs in order to administer and enhance the system accordingly. This person will serve as the “go to” for users, promote adoption, keep current on new releases and AppExchange solutions, give training, developing new features and driving organisational success.

A core component of the work to be undertaken by this role is the development of an outcome and impact reporting framework for the beneficiaries of our services hosted on the Salesforce platform.

Key Responsibilities and Duties

Create and Manage Changes to the System

- Proactively seek out and identify needed system changes.
- Proactively gather feedback from users.
- Manage system changes without interruption to end users.
- Communicate system changes to the users in advance so they understand the change and how to use it prior to implementation.
- Gather requirements from end users.
- Modify the system to increase benefits and usability.
- Manage all processes that impact / relate to Salesforce.
- Manage new releases of SFDC and efficiently roll out new features.
- Create and maintain new fields, views, reports, dashboards, campaigns and other salesforce objects and functions as required.
- Handle on-going customisation/ alteration of Salesforce.
- Maintain, enhance and create workflows, functions, and configurations within the salesforce environment.
- Create new reporting capabilities and respond to ad hoc reporting requests as needed.
- Provide support functions as needed.

Maintain System, Security, and Integrity

- Reassign record ownership in response to personnel changes.
- Grant/ remove and maintain user licences.
- Maintain security including sharing rules and security levels.
- Design, create, and maintain user roles, profiles, and hierarchies.
- Monitor application storage usage and archive data as needed.

User Assistance, Training, Adoption, and Satisfaction

- Create and administer training to existing or new users/ groups.
- Provide one to one training to end users on an on-going basis.
- Support and encourage user engagement with the Trailhead training platform and build Salesforce skills and knowledge across the organisation.
- Expand use of Salesforce – attend appropriate planning meetings, assist in determining if/ how Salesforce can be used in new ways as opposed to purchasing new internal systems.
- Assist team members to create processes in salesforce to help them better monitor activities and trends across organisational functions.
- Communicate regularly with user base regarding new features, enhancements, and changes to the system.
- Monitor usage and mentor users/ groups needing assistance.
- Continually seek ways to further enhance the end-user experience.

Process Creation, Documentation, and Maintenance

- Document organisational processes and workflows.
- Develop process documentation and field maps.
- Create new processes and associated reporting.

Data Quality, Migration, and Maintenance

- Migrate data from older systems/ processes into salesforce as necessary.
- Monitor neglected records within the system as appropriate.
- Monitor and manage exception logs for back end system integration with SFDC.
- Manage duplicate records.
- Monitor and improve data quality.
- Ensure data integrity by merging duplicate records as appropriate; performing mass uploads and updates of data as required; removing unnecessary fields and data; ensuring screens, fields and workflow have accurate names and reflect current workflow.

Report and Dashboard Creation, and Maintenance

- Create and maintain user friendly and insightful dashboards.
- Create and maintain reports including folder maintenance to enhance team efficiency.
- Develop complex macro five reports to summarize system information for Management.

Note

This job description is not a definitive list of tasks; rather it is designed to give an overview of the job. It is envisaged that the post-holder will use their own initiative and develop the job under guidance so that the organisations aims are achieved. It should be noted that the organisation is dynamic and fast paced and it may be necessary to step beyond the areas outlined above to support others from time to time.

Functional Competencies

- 3 to 5 years Salesforce administration experience.
- Salesforce Administration Certification Required.
- In-depth knowledge of standard capabilities of SFDC and have successfully expanded on those through the use of custom code (Apex, s-controls) and/ or integration with external systems.
- Minimum expectation of a bachelor's degree or equivalent education/ experience.
- Advanced skills in Microsoft PowerPoint, Excel, Word, SharePoint; Office 365/ skype.
- Previous experience in system administration within the NPSP version of Salesforce maintained by the Salesforce foundation would be considered an advantage.
- Advanced Trailblazer ranks will be considered an advantage.

Behavioural Competencies

Client Focus

Ensuring a 'stakeholder focussed' approach is implemented in own department. Systematically analyses stakeholders' information and feedback.

- ◆ Understands and keeps up to date on wider issues at local and national level that may have an impact on the service provided.

Level 4

- ◆ Is proactive, benchmarks, applies best practice, seeks service improvement.
- ◆ Ensures systems are in place to communicate relevant information to others either within own department/team or to other groups, or to colleagues.
- ◆ Manages the process of reviewing policies and procedures to improve satisfaction with the service provided within the scope of own department or project.
- ◆ Ensures the development and implementation of agreed improvement plans which could benefit stakeholders.

Decision Making and Problem Solving

Analyses, assesses, resolves / makes recommendations on complex problems.

Proactively solves problems to affect change, makes informed decisions. Takes responsibility and is accountable.

- ◆ Fully scopes out problems, taking into consideration impact within own department and across the organisation.
- ◆ Resolves problems where there is a range of information, or diverse, partial and conflicting data.
- ◆ Looks ahead and considers external developments, identifying trends and emerging patterns when making important decisions.
- ◆ Equips people to make decisions. Ensures that individuals working in own department have sufficient information and guidance to make effective decisions.
- ◆ Makes informed decisions considering potential implications
- ◆ Consults collaboratively where appropriate across the organisation when developing a solution.
- ◆ Is able to balance the need for decisiveness and caution.

Level 4

Effective Communication

Tailors communications to effectively reach an audience. Has the ability to influence and negotiate within requirements of the role.

- ◆ Effectively explains / conveys key, and at times complex, information (technical, legal, regulatory, or procedural) to others, adapting content and style, as necessary and ensuring that this information is understood.
- ◆ Takes others' perspectives into account when negotiating or presenting arguments
- ◆ Anticipates reactions to messages and adapts communications accordingly.
- ◆ Proactively shares information and resources across departments which support improvement.

Level 3

Innovation and Creative Thinking

Identifies designs and develops innovative programmes and processes.

- ◆ The ability to create a viable solution from a blank page - demonstrates lateral thinking.

Level 4

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| <ul style="list-style-type: none"> ◆ Keeps up-to-date with best practice in all sectors and seeks opportunities to implement it within the organisation. ◆ Scans the external environment to identify opportunities for organisational growth. ◆ Encourages others to 'think outside the box'. ◆ Encourages and values new ideas, perceptions and suggestions. ◆ Fosters a safe environment in which educated risks are supported. | |
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Change, Adaptability, and Flexibility

Involves and motivates others in finding improved ways of working. Manages specific change projects.

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| <ul style="list-style-type: none"> ◆ Supports others during change. ◆ Creates an environment where change is 'the norm' and ways of working are consistently challenged. ◆ Actively seeks out information in relation to changes which affect their department/team and puts plans in place to ensure effective implementation ◆ Communicates the need and rationale for change. ◆ Helps people to develop a clear understanding of what they will need to do differently, as a result of changes. ◆ Manages the agreed change implementation process/initiative. | Level 4 |
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Continuous Development (Self and Others)

Actively seeks out opportunities to learn and develop.

Actively promotes learning and development in others.

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| <ul style="list-style-type: none"> ◆ Proactively keeps up-to-date with own knowledge / learning by reading, talking to others inside and outside the organisation, and attending seminars/ conferences. ◆ Empowers individuals and/or colleagues by appropriately delegating work which challenges them and provides stretching but realistic targets. ◆ Provides regular informal constructive feedback on performance. ◆ Works with direct reports through to identify areas for development in the future. ◆ Innovative in facilitating learning opportunities. ◆ Actively provides coaching, training and mentoring to individuals. | Level 4 |
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**Please note that listed above are the top 6 behavioural competencies applicable to this role and is not the exhaustive list of all competencies relevant to this role.*

Key Relationships

Internal	External
<ul style="list-style-type: none"> • Fundraising and Operations Manager • Youth Work Manager • Youth Work Team (inc. volunteers) • Executive Director • Communications Officer • Finance and Administration Assistant • The National Network Manager 	<ul style="list-style-type: none"> • Salesforce.com and Salesforce.org • Our IT service providers including past outsourced Salesforce Developer • TUSLA • Health Research Board • Department of Children and Youth Affairs

Overview of Practical Arrangements

Hours and Place of work

Full-time, Monday to Friday from 9am – 5pm. This post offers excellent flexibility to the successful candidate. The nature of this post requires flexibility in the hours of work and may require occasional work in the evenings, at weekends and some travel nationally.

The usual place of work shall be in BeLong To's office at 13 Parliament Street, Dublin 2.

Holidays

26 paid holidays per year (pro-rata)

The Protection & Safeguarding of Children and Vulnerable Adults

BeLong To Youth Services has adopted a policy to protect and safeguard the welfare of clients. The post holder will be required to follow this policy at all times and any offer of employment shall be contingent on Garda Vetting and Reference Checks.

Confidentiality

Due to the nature of this work the post holder will often be party to highly confidential and very personal matters – they must therefore be committed and able to maintain the very highest standards of confidentiality at all times.

BeLonG To Youth Services is an Equal Opportunities Employer.

We are committed to an inclusive and diverse organisation. We do not discriminate based on race, ethnicity, colour, class, ancestry, national origin, religion, sex, sexual orientation, gender identity or expression, age, disability, anti-body status, marital status, membership of the roma or travelling community or any other legally protected status.

Submitting an Application

Please submit a completed application form in advance of the **deadline for applications is 5pm GMT, Friday 20th July 2018.**

Applications should be submitted by email to jobs@belongto.org.

We will inform candidates who have been successfully short listed by close of business on Friday 31st of March. We regret that it is not possible to provide individualised feedback to applicants who have not been shortlisted for interview and we kindly request that you do not call or email seeking feedback. Feedback is available for candidates called to interview.

Interviews are provisionally scheduled to occur on Friday 27th of July at BeLonG To's offices Parliament House, 13 Parliament Street, Dublin 2 ([map](#)), if you are unable to attend for interview on this date please state so clearly on your application form.

Funding

Funding for this role and project has been made available through the QCBI Innovation Fund at



An Roinn Leanaí
agus Gnóthaí Óige
Department of Children
and Youth Affairs


ciste na
gcuntas díomhaoin
the dormant
accounts fund

TÚSLA
An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency