

Job Description
NHS Professionals Limited

Job Title: Salesforce System Administrator
Location: Hemel Hempstead Office
Reports to: Salesforce System Manager

Job Summary:

NHS Professionals is looking for a Salesforce Administrator to join a newly forming internal Salesforce team. You will be responsible for the ongoing administration of NHS Professionals greenfield Salesforce implementation. The successful candidate will have a record of success in improving processes and adoption using the Force.com platform. The administrator will work closely with our current salesforce partners, functional leaders, organisational units, and subject matter experts to identify, develop and deploy business processes. The Salesforce Administrator will be responsible for the executing on the day-to-day configuration, support, maintenance and improvement of our CRM platform.

Responsibilities:

- Serve as primary system administrator for the Salesforce.com environment
- Ongoing Salesforce declarative updates and changes aligned to NHSP Release Management process.
- Deployment of changes into production utilising NHSP's Release Management tooling such as Gearset
- Handle all basic administrative functions including user account maintenance, reports and dashboards and other routine tasks
- Complete regular internal system audits
- Prepare for internal/Salesforce releases
- Manage Salesforce.com data feeds and other integrations
- Monitor and report on the use and adoption of Salesforce
- Coordinate the evaluation, scope and completion of new development requests
- Lead "Help Desk" triage and request prioritization, provide Tier 2/3 SFDC support
- Maintain and enrich existing documentation specific to NHSPs Salesforce environment
- Ownership of salesforce environments and ensuring they are regularly refreshed.
- Research, assess and communicate new features from Salesforce.com releases that will impact our processes and use of the platform.
- Work with our management team to establish suitable processes to support administrative, development, and change management activities
- Assist in training of new users, and grow the Salesforce.com skillset across the organisation
- Effectively act as the liaison between our users, vendors and the application development teams
- Work independently with members of the user community to define and document development requirements

Qualifications:

- 2+ years hands on Salesforce CRM System Administration Experience
- Sales Cloud & Service Cloud Experience
- SFDC admin certification (ADM201) or equivalent experience
- Salesforce data loading experience
- Salesforce Platform App Builder & Advanced Administrator a plus
- SFDC architecture experience a plus
- Experience with Apex, LWC and Visualforce development a plus
- Enjoy working in a fast paced environment and a constantly evolving industry
- Ability to work effectively both independently and as part of a team
- Must be highly motivated self-starter, able to maintain poise under pressure
- Highly developed listening skills, excellent customer service skills required
- Have excellent written and verbal communications skills with the ability to convey technical/system information successfully to a non-technical audience
- Strong analytical and problem solving skills
- Be customer focussed
- Be able to organise their own workload, within parameters, by pro-actively identifying and prioritising tasks
- Demonstrate the ability to build rapport and relationships with internal and external stakeholders over the phone and in messaging format
- Be able to work a hybrid working pattern out of our Hemel Hempstead office

This is a challenging and rewarding role for an experienced Salesforce professional with a strategic mindset and a passion for improving platform delivery.

NHS Professionals is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.