

JOB DESCRIPTION

JOB TITLE:	Salesforce Support Analyst
GRADE:	Grade 5
REPORTING TO:	Business Applications Manager
RESPONSIBLE FOR:	This role does not have any direct reports

ROLE SUMMARY

The post holder is responsible for the delivery, support, and development of believe housing's Salesforce platform. The purpose of the role is to support the ICT team in terms of service delivery, development, policy advice and formulation. The post holder will act as an expert in the functionality of believe housing's Salesforce platform ensuring that users have a positive experience with Salesforce by providing timely and effective support to address their technical issues and help them make the most of the platform. The post holder will be expected to lead and manage various projects which support the business objectives.

MAIN DUTIES & RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review process, the points below are a summary of your main duties and responsibilities.

- Responsibility for the support and development of the believe housing's Salesforce Platform in line with the ICT Strategy, including working with managers/ users/ third parties to analyse working practices and develop innovative and achievable solutions.
- Using your own initiative, deliver product support to business users, investigating and resolving Salesforce errors, data discrepancies, system problems and queries where you will be regularly required to make a variety of complex decisions.
- Support the Business Applications Manager to develop and implement strategic and operational strategies and plans.
- Assist the Business Applications Manager in ensuring the necessary procedures and policies are in place, and followed, to support users throughout believe housing in developing and implementing the Salesforce platform.
- Develop and maintain system architecture and interface documentation for all areas of your responsibility ensuring they are accurate and current.
- Act as Systems Champion, promoting and supporting the proactive use of ICT across the business to improve the staff/ customer experience and encourage users to take a more active role in ICT use.

- Help users who have questions or need help navigating Salesforce features and functionalities. This could involve guiding users on how to use specific features, troubleshoot basic issues, and provide general technical support.
- Ensure you maintain your knowledge of Salesforce through active involvement in continual learning.
- Provide feedback on user experiences and suggest improvements to enhance the usability and efficiency of Salesforce applications.
- Work closely with other teams within believe housing, including the BI Data Team and system administrators, to escalate complex issues and coordinate solutions that require deeper technical expertise.
- Work closely with colleagues and experts in the sector, including liaising with colleagues at other Housing Associations who are also implementing Salesforce as well as, on occasion, Salesforce themselves.
- Manage health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy. - Comply with believe housing confidentiality and information security policies at all times. Understand and take action to protect the companies systems from a cyber security threat or attack and report any cyber security incident to the Technology team as soon as possible.
- Your duties may vary from time to time within the broad remit of your role and grade.

PERSON SPECIFICATION

Essential	Desirable	Method of assessment
Proven experience as a Salesforce Support Analyst or similar roles.	Salesforces Advanced Administrator or Platform App Builder Certification	Application form Interview
Minimum of 1 year experience in Salesforce administration and analysis.		Application form Interview
Salesforce Administrator Certification	Experience in a housing or not for profit organisation	Application form
Strong understanding of Salesforce CRM platforms	Familiarity with Agile Project management methodologies.	Application form Interview
Demonstrable experience in managing Salesforce implementations and upgrades		Application form Interview
Experience with data management	Knowledge of integration tools such as MuleSoft or similar middleware tools.	Application form Interview
Excellent problem-solving skills	Highly proficient in Salesforce configuration and customisation	Application form Interview
Effective communication and training skills		Application form Interview
Experience in training and supporting users.		Application form Interview
Excellent verbal and communication skills		Application form Interview
	Knowledge of Cyber ESSENTIALS, ISO27001 and PCI compliance standards	Application form Interview