



MISSION WITHOUT BORDERS

Job Description

Job Title:	International Salesforce Administrator
Location:	Europe
Address:	175 Tower Bridge Road, London SE1 2AG
Hours:	Full time, 35 hours per week (possible flexibility)
Unsocial Working:	The role may occasionally require travel to our London office, or for meetings (domestic and international), and therefore requires a flexible approach to working.
Responsible to:	Salesforce Developer and Product Owner (SDPO)
Line Management:	None
Key Relationships:	<ul style="list-style-type: none">• International Project Manager• International Salesforce Developer and Product Owner (SDPO)• Chief Information Officer (CIO)• Salesforce Support Specialists / Administrators• Salesforce Systems Architect• Digital team

Context

Mission Without Borders is an international Christian organization serving the spiritual, educational, emotional, and material needs of those suffering poverty or oppression in Central & Eastern Europe. We respect the dignity of the individual and help develop self-sufficiency and a sustainable future. We serve people without regard to their religion or ethnic background.

Mission Without Borders International leads and co-ordinates the work of six countries in Eastern Europe where we carry out our project work, and 12 countries where we raise support. An international staff team supports this work in terms of community development, best practice, fundraising, communications, finance, Digital, and IT.

We have an exciting opportunity for a Salesforce Administrator to help us configure Salesforce for phase 2 of our organisational-wide rollout. Having developed donor management for our fundraising countries, we are now looking to expand our Salesforce platform to our field operations.

Working with our existing team, they will help configure Salesforce to replace key legacy systems across the organisation. They will also support the organisations existing needs for its 350 staff across 18 countries.

Our IT strategy aims to strengthen, upgrade, simplify, and replace our ageing IT infrastructure as well as significantly improve organisational efficiencies and improve business intelligence through better data and improved insights.

The primary governing body of MWB International is the International Board. There are also national boards at each country level. This position is within MWB International.

Purpose of Job



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The International Salesforce Administrator focuses on three key areas; Configuring a new Salesforce platform, integration of existing platforms, and supporting users around the world.

As a Salesforce expert and product champion, the post holder will work closely with our existing *Salesforce Support Specialists* and Salesforce team, configuring the new system as well as being the first point of contact for Salesforce support across all staff in all 18 countries. Working with the system solution designs and architecture design documents created by the Salesforce Systems Architect, they will configure a brand-new Salesforce platform for program and beneficiary management. They will also need to ensure it is integrated with our existing NPSP donor management platform and works with other systems and services across the organisation.

In addition to configuration, they will triage incoming tickets, provide support, fix problems, make configuration changes, and work closely with our *International Project Manager* and *Salesforce Developer and Product Owner* to manage change requests.

With significant stakeholder engagement, they will work on change requests and new features, as well as helping support user acceptance testing. The role may include some ad-hoc training for new employees, as well as configuring new processes, feature changes, and upgrades.

Process documentation will need to be created for new, modified, and existing Salesforce/business processes along with details of third-party integrations and submitted change requests.

The role sits within the International Salesforce team, led by the *Salesforce Developer and Product Owner*. The team's purpose is to be guardians of the organisations data and processes, supporting the rollout, maintenance, and extension, of our Salesforce platform and services. The *Salesforce Developer and Product Owner* reports to the International Chief Information Officer (CIO), who is responsible for leading MWB's digital transformation and ensuring the successful implementation of several new digital, IT, and Salesforce initiatives.

Salesforce Admin / configuration:

- Configure new Salesforce functionality from Salesforce solution designs and technical designs (provided by the Salesforce Systems Architect)
- Create new workflows and approval processes
- Implement data structures for new and existing functionality
- Triage incoming Salesforce support tickets and requests from staff across all 18 countries
- Implement Salesforce configuration changes and change requests, working closely with *SDPO*
- Manage users, access, permissions, and licenses
- Support requirements gathering for change requests and new functionality
- Help the *SDPO* to maintain the product backlog
- Develop a clear understanding of the Mission's vision for Salesforce
- Suggest ways to improve our config/org
- Develop a detailed understanding of organisational needs and varying requirements in different countries
- Come up with new ideas to improve the Missions Salesforce product, meet organisational needs and further its goals

Process documentation:

- Document new and existing processes within our Salesforce org
- Create data flow diagrams to show passing of data within Salesforce and any third-party systems or services



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- Keep documentation up to date as changes are made to our configuration, new features are added, or new releases go live

Collaboration:

- Develop a strong rapport with key stakeholders, in particular, the Salesforce champions
- Engage regularly with end-users, listening to their changing needs and requirements
- Work with stakeholders to refine existing processes, or establish new ones, improving efficiencies wherever possible
- Contribute to Salesforce Stakeholder meetings, updating on progress, inviting requests for improvement, helping to define problems, and proposing potential solutions
- Monitor and report Salesforce KPI's to the SDPO and other stakeholders
- Send out regular stakeholder surveys and monitor user adoption
- Work closely with the SDPO, *International Project Manager*, *Salesforce Support Specialists*, *Salesforce Project Manager*, developers, and any other Salesforce resources we work alongside (internal or external)

General:

- Maintain high data quality standards
- Adhere to agile working practices
- Adopt industry-standard best practices
- Escalate issues to the *International Project Manager*, *SDPO* or *CIO* as appropriate
- To carry out any other duties as may reasonably be required by the *SDPO* or *CIO*
- To take every opportunity to raise support for MWB
- To actively raise the profile of MWB and to participate in the wider life of the organisation
- Attend, participate and contribute to MWB conferences if required, some of which may be overseas

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to relevant degree level or equivalent, or qualified by experience • Salesforce certified administrator 	<ul style="list-style-type: none"> • A degree in computer science or related discipline • Additional Salesforce certifications
Experience	<ul style="list-style-type: none"> • Proven Salesforce Admin experience • Proven experience configuring new Salesforce functionality and platforms • NPSP and/or NPC configuration experience • Experience working from solution and architect design documents • Significant stakeholder and end-user management experience • Extensive experience within a support environment • Strong customer service experience • Experience of supporting Salesforce integrations and technologies 	<ul style="list-style-type: none"> • NPSP experience • Supporting Salesforce across multiple countries and cultures • Findock payment platform • Experience supporting organisations rolling out Salesforce from legacy CRM's • Supporting Salesforce App's
Knowledge	<ul style="list-style-type: none"> • A strong working knowledge of Salesforce • Knowledge of Sales and Service Cloud 	



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	<ul style="list-style-type: none">• Knowledge of NPSP and NPC• Knowledge of agile methodologies and working practices• Salesforce standards and best practice	
Skills	<ul style="list-style-type: none">• Excellent problem solver with an ability to think logically and solve complex problems• Excellent written and verbal communication skills• Excellent stakeholder management skills• Excellent listener who takes time to understand the perspectives of others• Ability to prioritise a range of tasks• Solution focused, with an ability to spot problems and propose solutions	
Personal qualities	<ul style="list-style-type: none">• Empathetic• Patient• Adaptable• Team player mentality	