Salesforce Administrator

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| **Budget:** | *Budget responsible for: £xx* | **Function:**  | Digital & Technology |
| **Line Manager:** | Martyn Wrixon | **Direct Reports:**  | N/A |
| **Our Vision** |
| Improving access to healthcare for all in the UK to:* Lead your best life
* Prevent you from getting a disease you’re at risk of
* Access the best in care (digital where possible, physical where necessary)
* Manage your long-term condition
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| **Your Role** |
| Your role is to support Simplyhealth’s Salesforce estate and work with the Business to understand change requirements..You will carry out all Salesforce Administration duties within an agile environment and configure the Salesforce platform for Simplyhealth.You will support the continued enhancement and deployment of Salesforce.com for the Sales, Marketing and Customer Service business areas.You will solve complex problems working with your peers to identify technical solutions and deliverables for the business. |
| **Your Responsibilities & Accountabilities:** |
| * Be responsible for the administration of Simplyhealth’s Salesforce.com org.
* Work collaboratively with team members to design a solution that will meet business requirements and fulfil user stories.
* Configure Workflows, assignment rules, validation rules, approval processes, user management, custom objects, custom fields, entitlement processes, record types, page layouts
* Build relationships across the business to ensure there is a positive working environment
* Proactive in finding new solutions to ways of working within Salesforce
* Ensure the Salesforce team processes are adhered to
* Work with the QA team to ensure testing is completed on all changes
* Deployment of changes through change sets (any experience in CI/CD pipelines is advantageous)
* Have an understanding of business processes being used in Salesforce by working closely with our users on a regular basis.
* Perform mass updates using Data loader.
* Review and recommend potential solutions using the Salesforce AppExchange
* Ability to multi-task and prioritise multiple assignments
* Ensure that you work in a safe manner and remain up to date and comply with the Health & Safety policy statement and procedures and report any incidents to your line manager.
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| **Key Connections:**  |
| 1. Product Owners
2. Business Systems Analysts
3. Salesforce Developers
4. Salesforce Consultants
5. System Administrators
6. Integration Developers
7. Technical Architect
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| **Key Experience:** |
| 1. Configuring and customising the Salesforce eco system (Essential)
2. Knowledge of administering the Salesforce platform across Sales, Service and Marketing Cloud (Essential)
3. Strong interest in new Salesforce capabilities and its application in a business environment (Essential)
4. Working in Agile delivery teams, with an understanding of Agile Frameworks - Scrum/XP/Kanban (Essential)
5. Working in a support environment and the understanding of strong Customer Service (Desirable)
6. Writing SOQL queries (Desirable)
7. Source Code Management tools like Salesforce DX (Desirable)
8. Continuous integration/Delivery (Essential)
9. Certified Salesforce Administrator (Desirable)
10. Certified Advanced Salesforce Administrator (Desirable)
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| **Our Values** |
| Health and access to healthcare have never been more important. With this comes endless exciting possibilities for innovation and growth. The market is evolving quickly, so we need to ensure our customers have access to the leading-edge health solutions they expect and deserve, now and for generations to come. **We’re living in extraordinary times…**By reinventing ourselves, we will reach more customers, giving them increased access to affordable healthcare and unlocking our growth potential. This next chapter is about transformational change for us.This is our chance to get ahead and stay ahead. We will ensure our commercial success by moving into new areas of healthcare, and leading with preventative, breakthrough solutions. We will use innovative digital tools, embracing technology to create new partnerships and opportunities. We are passionate about helping every generation lead better lives and get the care they need in real time. **This is our time to survive, drive and thrive…**To make this a reality, we need to challenge our ways of working, whilst keeping the customer at the heart of everything we do. To *really* make a difference, it’ll take every single one of us across Simplyhealth to step up. **Our cultural movement...**To act with **courage and curiosity**, so we can unlock the opportunities to help customers, colleagues and communities. To operate with **trust and kindness**, working alongside customers, delivering what they need to live their best lives, as well as supporting colleagues as they strive to be their best. Spotlight our passion for **All together healthier**, focusing on self-care and nurturing relationships. We must ensure we are a strong team - one that’s able to build healthier lives for all. We each have an important role to play in this next chapter. Everyone has the freedom to innovate and make a difference for our customers. We need to act at pace and take on newer, braver, creative approaches. We shouldn’t be afraid to fail fast and learn quickly. By being curious and continually pushing ourselves and each other, we will find new and better ways. |
| **Our Behaviours** |
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| Courage and Curiosity | Trust and Kindness | All Together Healthier |
| ***So we deliver profits for a purpose*** | ***Because our customers, colleagues and communities are at the heart of what we do*** | ***Enabling better health outcomes together*** |
| * We make bold decisions and take considered risks, with customer and commerciality front of mind.
* We make things happen and keep things simple.
* We always take the initiative and hold ourselves accountable for the delivery of great results.
* We ask questions and listen intently as every viewpoint and capability counts, and we have the courage to be honest and say what we think.
 | * We invest in relationships to build trust and rapport.
* We listen carefully always trying to find ways to add value.
* We treat each other with care, compassion and kindness, celebrating and embracing differences.
* We strive to make a difference in society, unlocking opportunities for those in need.
 | * We help every generation take control of their health.
* We start with self-care so we can show up at our best, every day.
* We are full of energy and pride in what we do. We focus on self-development to learn and grow, so we can stay up to date and add value.
* We innovate and collaborate on our best ideas. Together, we can drive the changes that are needed to help our business grow, and help our customers live their best lives.
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| * **We have a ‘smart working’ policy with flexible remote working. However, there may be a requirement to attend meetings at our Hampshire head office in line with government guidelines.**
* Some UK travel & overnight stays.
* Reasonable role and task flexibility expected given the seniority of the role.
* May be required to lead other business activities or projects in other parts of the Simplyhealth Group.
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