



Certified Salesforce Administrator

About Us

We are the workplace engagement specialists.

At Best Companies, we help make the world a better workplace by measuring, improving and recognising employee engagement. We enable organisations to understand how their employees feel, and then provide the tools and expertise they need to deliver effective, sustainable change.

To achieve this, we live by four key values:

- Care – Care about what you do, how you do it and who you do it for
- Humility – Take what you do seriously, but don't take yourself too seriously
- Responsibility – Take 100% responsibility
- Discipline – See the best in yourself, see the best in others

Who are we looking for?

- A certified Salesforce administration professional who thrives in facing challenges and working within a fast pace environment.
- A passion and enthusiasm for maximising the capability of our CRM functionality and can develop the competence and knowledge of other Salesforce users.
- Always looking to develop new technical innovations and move us forward as a business.

Role and Responsibilities

You will:

- Support the delivery of the strategic goals of the business by providing a proactive service and full utilisation of our salesforce platform.
- Propose ideas and options for how we can develop accurate and ever evolving insights into prospective client and client requirements.
- Take full ownership of the Salesforce system including all changes, look and feel, flow, reporting requirements.
- Through your technical way of thinking, create ideas and innovations to ensure our CRM capability consistently gives us the edge over our competitors.
- Be responsible for the collation and review of all change requests for Salesforce prior to sign off and development.
- Develop a great understanding of our business and appreciation of our high expectations and standards, in all areas of what we do and who we are.
- Design data model and user interface to support the maximisation of business logic (i.e. how we can create, store and change data) and adhere to stringent security standards as necessary.
- Be responsible for the development testing process and securing sign off prior to 'going live'.

- Manage all Salesforce users and associated data, security and user profiles.
- Manage all Salesforce workflows, validation rules, processes and rule sets for Service Operations.
- Design and build advanced reports, dashboards and move towards automating all reporting.
- Monitor progress of key success metrics for existing and newly launched processes.
- Build bespoke, user friendly applications for the platform users.
- A key inputter into our Quality Standards and input into the design, content and delivery of training and training materials.
- Carry out other adhoc duties related to the enhancement, evolution and smooth running of our Salesforce platform.

Skills and Experience

You are:

- A Salesforce Certified Administrator
- Self-motivated
- Flexible to fulfil the unpredictable challenges and goals of the role
- Skilled at delivering quality and balancing it with tight deadlines
- A great communicator and influencer
- Skilled at articulating technical training in an easy to understand and user friendly way
- Great within team situations and you enjoy working alone too
- Experienced in managing stakeholders and working with senior leaders
- Proactive and enthusiastic about the contribution you make to the business
- Always looking to learn and develop yourself
- Well organised and calm under pressure
- Have extensive experience in Salesforce CRM
- Experienced in a customer service environment, including an understanding of service operations processes
- Experience of managing multiple priorities to strict deadlines
- A team player, who engages in departmental activities and company events

Salary £30-40k pa, dependent on experience