



# Job Description: Salesforce Administrator

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<b>Salary</b>	€44,853 (pro rata)
<b>Hours:</b>	Part-time, 21 hrs per week
<b>Reporting To:</b>	Head of Operations & Programmes
<b>Direct Reports:</b>	N/A
<b>Supported By:</b>	Operations Team Data Management Strategy Advisory Group
<b>Term:</b>	1-year fixed term contract, renewable subject to funding and performance
<b>Starting Date:</b>	ASAP
<b>Application Deadline:</b>	9am Monday, 22 <sup>nd</sup> May 2023

## Overview

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Belong To's vision is for an Ireland where lesbian, gay, bisexual, transgender, and queer (LGBTQ+) young people are equal, safe, and valued in the diversity of their identities and experiences. We work with LGBTQ+ young people as equals to achieve our vision through youth work, changing attitudes, and research.

Our core values are those of inclusion, integrity, and respect, in an environment of honesty and openness. Our purpose is to create a welcoming, supportive, safe, and fun space for LGBTQ+ young people. We are committed to collaboration and youth participation. We believe in solidarity and intersectional equality, and our work focuses on human rights and social justice.

We are seeking a candidate with excellent, technical, communication, and data analysis skills and experience. The successful candidate will have prior experience in working with a range of stakeholders across all levels to understand their needs with respect to information management and analysis.

The post holder will design efficient workflows for data capture and carry out data analysis to support organisational development, learning, and reporting on KPI's across the team.

This person will serve as the "go to" for staff users, promote adoption, keep up to date with new releases and AppExchange solutions, give training to staff, develop new features, and drive organisational success through the collection of and delivery of insightful analysis of data to demonstrate our impact.

This person will work with the Data Management Advisory Group on the development and implementation of three-year data management strategy.

## Staff Benefits

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Belong To provides staff members with an array of benefits and supports that increase their financial security, health, and well-being. We also support staff members to develop professionally and promote a healthy work life balance. Some of these discretionary benefits and supports include:

- Paid time off, including 26 holiday days (pro rata), and following successful completion of probation access to our discretionary sick leave, parental leave, and bereavement leave schemes
- Educational Assistance Programmes (including paid study/ exam leave and an educational fund towards the costs of fees)
- An Employee Assistance Programme (EAP) covering you, and your loved ones.
- A death in service benefit which will pay a lump sum of x4 times your salary to your loved ones in the event of your untimely passing
- Family flexible working hours
- Hybrid working arrangements
- Tax saver tickets and cycle to work scheme
- Staff coaching and mentoring programmes
- Staff training and development opportunities
- Staff wellness programmes
- Pension contributions (upon completion of 6-month probationary period)

## Key Responsibilities and Duties

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### **Identify, Create and Manage Changes to the System**

- Work with an external consultant on the development and implementation of a data management strategy for the organisation.
- Proactively seek out and identify areas for system improvement and change based on user feedback, research, and best practice.

- Manage system changes without interruption to end users.
  - Communicate system changes to the users in advance so they understand the change and how to use it prior to implementation.
  - Create and maintain new fields, views, reports, dashboards, campaigns and other salesforce objects and functions as required.
  - Maintain, enhance, and create workflows, functions, and configurations within the salesforce environment.
- Manage all processes that impact / relate to Salesforce including integrations with third party service providers and plugins.
  - Manage new releases of SFDC and efficiently roll out new features.

### **Maintain System, Security, and Integrity**

- Maintain security including sharing rules and security levels.
- Carry out Data Privacy Impact Assessments (DPIAs) on all new workflow and processes ensuring compliance with GDPR (General Data Protection Regulation) obligations and Data Protection Law.
- Reassign record ownership in response to personnel changes.
- Grant/ remove and maintain user licences.
- Design, create, and maintain user roles, profiles, and hierarchies.
- Monitor application storage usage and archive data as needed.

### **User Assistance, Training, Adoption, and Satisfaction**

- Create and administer training to existing and new users/groups throughout the year and develop and update easy-to-use user manuals.
- Support and encourage user engagement with the Trailhead training platform and build Salesforce skills and knowledge across the organisation.
- Expand use of Salesforce – attend appropriate planning meetings, assist in determining if/ how Salesforce can be used in new ways as opposed to using legacy systems, buying new systems, or using excel files and siloed data storage.
- Assist team members to create processes in salesforce to help them better monitor activities and trends across organisational functions.
- Monitor usage and mentor users/ groups needing assistance.
- Continually seek ways to further enhance the end-user experience.

### **Process Creation, Documentation, and Maintenance**

- Document organisational processes and workflows including flow and field maps.
- Create new processes and associated reporting as needed.

## **Data Quality, Migration, and Maintenance**

- Migrate data from older systems/ processes into salesforce, performing mass uploads and updates of data as needed.
- Monitor neglected records/ fields within the system as appropriate.
- Monitor and manage exception logs for back-end system integration with SFDC.
- Manage duplicate records, monitor, and improve data quality and health.

## **Integrations**

- Optimise integration with other software, including Outlook and Asana.

## **Driving Insights and Data Use**

- Create and maintain user friendly and insightful dashboards both within Salesforce and using third party data visualisation systems such as Power BI and Tableau.
- Create and maintain reports including folder maintenance to enhance team efficiency.
- Create new reporting capabilities and respond to ad hoc reporting requests as needed.
- Develop complex reports to summarise data, provide insight and help support organisational strategy, reporting, and decision making.

## **Note**

This job description is not a definitive list of tasks; rather it is designed to give an overview of the job. It is envisaged that the post-holder will use their own initiative and develop the job under guidance so that the organisations aims are achieved. It should be noted that the organisation is dynamic and fast paced and it may be necessary to step beyond the areas outlined above to support others from time to time.

## **Functional Competencies**

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### **Essential**

- At least 3 years' experience as a Salesforce Administrator.
- Previous experience leading complex CRM projects from concept to final handover.
- Demonstrated ability to analyse, model, and interpret data.
- Prior experience using data visualisation tools such as PowerBi and Tableau as part of data analysis.
- Advanced skills in Microsoft Office suite.

## Desirable

- Previous experience in developing outcome and impact reporting mechanisms for social change.
- In-depth knowledge of standard capabilities of Salesforce and have successfully expanded on those through the use of custom code (Apex, s-controls) and/or integration with external systems.
- Certification/Training completed in GDPR and data protection.
- Advanced Trailblazer ranks.
- Prior experience in database administration within Salesforce NPSP/Non-profit Cloud.

## Behavioural Competencies

<b>Client Focus</b> <i>Ensuring a 'stakeholder focussed' approach is implemented in own department. Systematically analyses stakeholders' information and feedback.</i>	
<ul style="list-style-type: none"> <li>◆ Understands and keeps up to date on wider issues at local and national level that may have an impact on the service provided.</li> <li>◆ Is proactive, benchmarks, applies best practice, seeks service improvement.</li> <li>◆ Ensures systems are in place to communicate relevant information to others either within own department/team or to other groups, or to colleagues.</li> <li>◆ Manages the process of reviewing policies and procedures to improve satisfaction with the service provided within the scope of own department or project.</li> <li>◆ Ensures the development and implementation of agreed improvement plans which could benefit stakeholders.</li> </ul>	
<b>Decision Making and Problem Solving</b> <i>Analyses, assesses, resolves / makes recommendations on complex problems. Proactively solves problems to affect change, makes informed decisions. Takes responsibility and is accountable.</i>	
<ul style="list-style-type: none"> <li>◆ Ensures others – colleagues are clear on activity, workload, and priorities.</li> <li>◆ Assesses and reassesses priorities as required - Effectively resolves competing priorities.</li> <li>◆ Provides effective support to others to enable delivery.</li> <li>◆ Monitors progress on process and resources to ensure deadlines are met.</li> <li>◆ Understands and follows procurement and financial controls.</li> <li>◆ Effectively plans and co-ordinates small projects.</li> </ul>	
<b>Effective Communication</b>	

**Tailors communications to effectively reach an audience. Has the ability to influence and negotiate within requirements of the role.**

- ◆ Effectively explains / conveys key, and at times complex, information (technical, legal, regulatory, or procedural) to others, adapting content and style, as necessary and ensuring that this information is understood.
- ◆ Takes others' perspectives into account when negotiating or presenting arguments.
- ◆ Anticipates reactions to messages and adapts communications accordingly.
- ◆ Proactively shares information and resources across departments which support improvement.

## **Innovation and Creative Thinking**

*Identifies designs and develops innovative programmes and processes.*

- ◆ The ability to create a viable solution from a blank page - demonstrates lateral thinking.
- ◆ Keeps up to date with best practice in all sectors and seeks opportunities to implement it within the organisation.
- ◆ Scans the external environment to identify opportunities for organisational growth.
- ◆ Encourages others to 'think outside the box'.
- ◆ Encourages and values new ideas, perceptions, and suggestions.
- ◆ Fosters a safe environment in which educated risks are supported.

## **Change, Adaptability, and Flexibility**

*Involves and motivates others in finding improved ways of working. Manages specific change projects.*

- ◆ Supports others during change.
- ◆ Creates an environment where change is 'the norm' and ways of working are consistently challenged.
- ◆ Actively seeks out information in relation to changes which affect their department/team and puts plans in place to ensure effective implementation.
- ◆ Communicates the need and rationale for change.
- ◆ Helps people to develop a clear understanding of what they will need to do differently, as a result of changes.
- ◆ Manages the agreed change implementation process/initiative.

## **Continuous Development (Self and Others)**

*Actively seeks out opportunities to learn and develop.*

*Actively promotes learning and development in others.*

- ◆ Proactively keeps up-to-date with own knowledge / learning by reading, talking to others inside and outside the organisation, and attending seminars/ conferences.
- ◆ Empowers individuals and/or colleagues by appropriately delegating work which challenges them and provides stretching but realistic targets.
- ◆ Provides regular informal constructive feedback on performance.
- ◆ Works with direct reports through to identify areas for development in the future.

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| <ul style="list-style-type: none"> <li>◆ Innovative in facilitating learning opportunities.</li> <li>◆ Actively provides coaching, training, and mentoring to individuals.</li> </ul> |  |
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*\*Please note that listed above are the top 6 behavioural competencies applicable to this role and is not the exhaustive list of all competencies relevant to this role.*

## Key Relationships

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Internal	External
<ul style="list-style-type: none"> <li>• CEO</li> <li>• Education &amp; Training Team</li> <li>• Communications and Advocacy Team</li> <li>• Youth Services Team</li> <li>• Operations Team</li> <li>• Fundraising Team</li> </ul>	<ul style="list-style-type: none"> <li>• Salesforce.com and Salesforce.org</li> <li>• Our IT service providers including past outsourced Salesforce Developer</li> <li>• Data Management Strategy Advisory Group</li> </ul>

## Overview of Practical Arrangements

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### Hours and Place of work

Part-time, 21 hours per week. The precise weekly work pattern is flexible. The usual place of work is in Belong To's office at 13 Parliament Street, Dublin 2, but this post offers flexibility in terms of hybrid/remote working arrangements.

### Holidays

In addition to the usual public holidays, the annual leave for this position is 26 working days (pro-rata).

### The Protection & Safeguarding of Children and Vulnerable Adults

Belong To LGBTQ+ Youth Ireland has adopted a policy to protect and safeguard the welfare of clients. The post holder will be required to follow this policy at all times and any offer of employment may be contingent on Garda Vetting and Reference Checks. A copy of the organisation's Safeguarding and [Child Protection Policy and Vetting Policy](#) is available for review on our website.

### Confidentiality

Due to the nature of this work the post holder will often be party to highly confidential and very personal matters – they must therefore be committed and able to maintain the very highest standards of confidentiality at all times.

### **Non-Compete/ Non-Solicitation**

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A condition of the contract of employment offered to the successful candidate will be a restrictive covenant commonly known as a non-compete and non-solicitation clause.

### **Pre-Employment Health Check**

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The successful candidate shall be required to complete a pre-employment medical check and be certified as fit to perform the duties of the role in advance of taking up employment.

### **Belong To LGBTQ+ Youth Ireland is an Equal Opportunities Employer.**

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We are committed to an inclusive and diverse organisation. We do not discriminate based on race, ethnicity, colour, class, ancestry, national origin, religion, sex, sexual orientation, gender identity or expression, age, disability, anti-body status, marital status, family status, religious belief, membership of the Roma or Travelling community or any other legally protected status.

### **Data Protection and Privacy**

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The General Data Protection Regulation (GDPR) came into force on the 25<sup>th</sup> of May 2019, replacing the existing data protection framework under the EU Data Protection Directive. When you submit an application for a role with Belong To LGBTQ+ Youth Ireland we create a number of both paper and digital records in your name. Information submitted with a job application is used in processing your application. Where the services of a third party are used in processing your application, it may be required to provide them with information, however all necessary precautions will be taken to ensure the security of your data. To make a request to access your personal data please submit a request by email to [privacy@belongto.org](mailto:privacy@belongto.org) ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s). Information in relation to a candidate's personal data held by Belong To LGBTQ+ Youth Ireland are set out in our [data protection policy](#).

### **Shortlisting**

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The number of applications received for a position generally exceeds that required to fill the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, Belong To LGBTQ+ Youth Ireland may decide that a smaller number will be called to the next stage of the selection process.

In this respect, Belong To provides for the employment of a shortlisting process to select a group who, based on an examination of the application forms, appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job,



rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. An expert panel will examine the application forms against agreed shortlisting criteria based on the requirements of the position. The shortlisting criteria may include both the essential and desirable criteria specified for the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/experience in your application.

As part of the shortlisting process candidates may be selected to take part in a phone screening interview. An invitation to take part in a phone screening interview will be at the discretion of the Expert Panel and does not guarantee a face-to-face interview.

### Other Important Information

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Belong To LGBTQ+ Youth Ireland will not be responsible for refunding any expenses incurred by candidates.

Should the person recommended for appointment decline, or having accepted it, relinquish it, or if an additional vacancy arises, we may at our discretion, select and recommend another person for appointment on the results of this selection process. A panel may be formed from which future vacancies may be filled.

Once a candidate has accepted an offer of appointment their name will be removed from the panel and no further offers of appointment will be made.

### Submitting an application

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Please submit a completed application form in advance of the **deadline for applications of 9am Monday, 22<sup>nd</sup> May 2023.**

Applications should be submitted by email to: [jobs@belongto.org](mailto:jobs@belongto.org)

Interviews are provisionally scheduled to occur on the week commencing Monday, 29<sup>th</sup> of May 2023 at Belong To's offices Parliament House, 13 Parliament Street, Dublin 2 ([map](#)), if you are unable to attend for interview on this date, please state so clearly on your application form.

We will inform candidates who have been successfully shortlisted. We regret that it is not possible to provide individualised feedback to applicants who have not been shortlisted for interview and we kindly request that you do not call or email seeking feedback. Feedback is available for candidates called to interview.

**Candidates should note that canvassing will disqualify.**

