

Salesforce Coordinator

Post Announcement

Type of contract: Permanent



Starting date: ASAP

Contract Type: Full time, permanent contract

Salary: Starting £32,500 per annum commensurate with skills and experience

Location: London, UK

Application

closing date: 9 December 2019, midnight GMT



Description

The Better Cotton Initiative (BCI) is investing in the growth of our Salesforce platform, which is a key strategic priority in our overall Digital Transformation strategy – this is our plan to leverage modern technology to enhance our business operations. To do this we require a Salesforce Coordinator to drive forward the implementation of various projects we have identified, who will report to the Digital Transformation Manager.

Some of the work planned includes:

- CRM improvements
- Business Process Automation projects
- Online Resource Centre project
- Community Portal project

The Coordinator will coordinate a number of parallel projects, acting as the link between internal BCI users, BCI stakeholders and the consultants who deliver the technical implementation. The role is the key contact for Salesforce internally, and will lead on identifying user requirements, advising on possible solutions and overseeing implementation through the external consultancies. It will also act as primary escalation point for technical Salesforce support enquiries.

We are looking for someone with experience in a similar role, leading on IT platform development and implementation, providing internal advice and guidance and dealing with external development partners. Ideally the successful candidate will already have an appreciation of how Salesforce works and the potential it offers. This is a pivotal role in delivering BCI's Digital transformation activities and the ideal applicant should be able to demonstrate that they have been able to deliver similar projects with high internal visibility and expectations that have translated business processes into IT solutions.

Excellent communication and interpersonal skills, as well as the ability to manage user expectations are also essential requirements.

This exciting role at the heart of the organisation's digital transformation plans may be an excellent opportunity for someone who may have been an end-user of Salesforce with a good understanding of the platform and who wants to expand their role in the development of related processes.

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Primary duties of the role will include:

- Lead on implementation of Salesforce functionality, coordinating external technical partners to insure delivery is as required
 - Provide Salesforce subject matter expertise within project groups
 - Lead IT-related project work within BCI's Salesforce Implementation workstream
 - Collaborate with, and manage the relationship with our external Salesforce partners
- Act as primary point of contact for our Salesforce users
 - Field technical support enquiries from our internal end users
 - Ensure a high level of training material is available to users - user engagement and adoption are key priorities for the IT team
- Provide input into the BCI Digital Transformation Strategy and our ongoing Salesforce Roadmap

This challenging role offers excellent opportunities for personal and professional development, together with a competitive benefits package

The Better Cotton Initiative — the largest cotton sustainability programme in the world — aims to reach 5 million farmers worldwide with more sustainable agricultural practices, and account for 30% of global cotton production by 2020. In less than 10 years, the Better Cotton Initiative and its Partners have supported over 1.6 million farmers in 23 countries in adopting more sustainable agricultural practices. Thanks to these efforts, Better Cotton accounts for around 15% of global cotton production. We are truly a joint effort, encompassing stakeholders all the way from farms to fashion brands and civil society organisations, driving the cotton sector toward sustainability. BCI aims to transform cotton production worldwide by developing Better Cotton as a sustainable mainstream commodity.

Responsibilities

The candidate will have the following Skills, Knowledge, and Experience:

Skills, Knowledge and Experience
<i>Essential</i>
Salesforce platform experience, either at administrator or user level.
Proven ability to collaborate effectively across different teams and cultures, strong relationship building skills and service-oriented attitude
Demonstrable ability to translate business processes into successful IT solutions
Fluency in English, both written and spoken, with attentive listening abilities and the ability to communicate clearly and concisely.
Proven ability to multi-task and keep track of several projects running in parallel
Self-Starter able to work autonomously and adapt to changing priorities.
Analytical and problem-solving skills and ability to suggest workable solutions.
<i>Desirable</i>
Experience with reporting tools and/or Excel/Data migration
Experience in development and implementation of a CRM platform

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Project management experience
A strategic mindset, an ability to see the 'bigger picture'
Salesforce Admin certification

Working Arrangements

The position is full-time (40 hours per week) and will be based in the London Office. BCI offers flexible working, with core hours being 10am – 4pm and the option to work from home one day per week.

The position requires travel to certain countries under your remit during a calendar year (occasional one week long haul trips) as well as short-haul travel within Europe (approximately 6 short-haul trips).

Applications:

Interested applicants with the required attributes are asked to send a detailed CV (3 pages maximum) and a motivational letter (2 pages maximum), in English, by email to: recruitment@bettercotton.org with subject: "Application Salesforce Coordinator " by the 09 December 2019 at the latest.

We thank all applicants for their interest; however, due to expected high levels of interest, only shortlisted candidates will be contacted.

BCI is currently unable to provide sponsorship for work permits, and candidates need to have a pre-existing right to work in the location where they will be based.

BCI is an equal opportunities employer, and is committed to good practice and transparency in the management of natural, human and financial resources.