Senior Salesforce Product Coordinator

Starting Date: ASAP
Contract type: Permanent, Hybrid or Remote
Salary: £41,500-£44,500 (UK) €47,500 (Netherlands) INR 2,270,000 – 2,337,000 (India)
Location: London (UK), Netherlands (Remote), India (Remote)
Application closing date: 09/09/2022 (Please note we will be reviewing and interviewing applicants on a rolling basis – early application is advised).

Background

Better Cotton is the world’s largest cotton sustainability programme. Our mission: to help cotton communities survive and thrive, while protecting and restoring the environment. In challenging times, we are meeting the challenge head on. Through our network of field-level partners we have trained over 2.5 million farmers - from the smallest to the largest - in 23 countries in more sustainable farming practices. A quarter of the world's cotton is now grown under the Better Cotton Standard. We have united the industry’s stakeholders behind our efforts, from ginners and spinners to brand owners, civil society organisations and governments. Everyone who cares about cotton and its sustainable future can now be part of something better.

About this role

Better Cotton is seeking a Salesforce Product Manager to lead our internal Salesforce delivery. In this role, you will enhance the value of our Salesforce product and related tools, which constitute a key strategic priority in our overall Digital Transformation strategy. We currently use Salesforce across the organisation to deliver membership, partner and donor management services, financial accounting and compliance as well as technical work on Better Cotton’s standards and assurance program.

Product managers at Better Cotton work across stakeholders, from Better Cotton members, to technology partners, internal leadership, and system administrators, to build a well-defined and integrated roadmap that delivers new services and capabilities, from initial concept to user adoption.

The Salesforce Product Manager will be tasked to develop a new Salesforce strategy and roadmap, and to be the team lead for the staff and consultants that work on this. This role will report to the Senior Digital Transformation Manager and will line manage 1 person, although the team may grow in the future.

This challenging role offers excellent opportunities for personal and professional development, together with a competitive benefits package, all whilst contributing towards the mission of a fast-growing global sustainability organisation.

Responsibilities

Strategy
• Develop the Salesforce strategy and implementation roadmap, for our overall Salesforce ‘Product’.
• Make recommendations and provide input into Better Cotton’s overall Digital Transformation strategy.

**Stakeholder Management**
• Perform stakeholder identification and mapping, so that the team is fully aware of unique stakeholder needs and engagement preferences.
• Communicate with concerned stakeholders on behalf of the Salesforce offering and team.
• Facilitate training and awareness events to ensure stakeholders fully benefit from the opportunities our technologies provide.

**Resource Management**
• Line manage 1 member of staff, possible more in future.
• Project manage current and future Salesforce-related projects, making investment prioritisation recommendations and allocating human and financial resources as appropriate.
• Manage partner relationships, acting as the main point of contact for our network of technology partners including developers, project managers and Salesforce themselves.
• Contribute to sound budget management for Salesforce projects

**Risk Management**
• Maintain an up-to-date awareness of risks to the smooth operations of the Salesforce product, proactively anticipating, communicating, and addressing any threats as early as possible.
• Implementing rules and processes that improve the security and management of the system and users

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**Profile**

The selected candidate will have the following skills, knowledge, and experience:

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<th>Skills, Knowledge and Experience</th>
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<tr>
<td><strong>Essential</strong></td>
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<tr>
<td>• Salesforce platform (Sales, Service and/or Experience Cloud) experience, either at project, administrator, or end user roles.</td>
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<td>• Project Management experience, ideally with delivery of projects for Salesforce or similar technologies.</td>
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<td>• Proven ability to collaborate effectively across different teams and cultures, strong relationship building skills and service-oriented attitude.</td>
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<td>• Fluency in English, both written and spoken, with attentive listening abilities and the ability to communicate clearly and concisely.</td>
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<td>• Proven ability to multi-task and monitor several projects running in parallel.</td>
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<td>• Line management of technical resources</td>
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<td>• Budget management experience</td>
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<td>• A strategic mindset, an ability to see the ‘bigger picture’</td>
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<td><strong>Desirable</strong></td>
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<td>• Programme management experience</td>
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<td>• Analytical and problem-solving skills and ability to suggest workable solutions</td>
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Experience in development and implementation of a CRM platform
Salesforce Admin certification

Working arrangements
The position is full-time (40 hours per week) and will be based in the UK or the Netherlands. BCI offers flexible working, with core hours being 10am – 4pm.

Travel will be required on occasions, mostly within UK, Netherlands, or Switzerland.

Please note locations in Netherlands and India are fully remote. Our London office follows a hybrid working setup.

Applications
Interested applicants with the required attributes are asked to send, in English, a detailed CV and a brief cover letter (2 pages maximum) to Better Cotton via this link.

Application deadline: 09/09/2022

We thank all applicants for their interest; however, only candidates short-listed for a telephone interview will be contacted. Better Cotton is an equal opportunity employer and is committed to good practice and transparency in the management of natural, human, and financial resources.

Better Cotton has a zero tolerance approach to any attitudes or behaviours that put children or adults at risk of harm. Safeguarding incidents are acts of serious misconduct and are grounds for disciplinary action, up to and including, dismissal and referral to relevant authorities for criminal prosecution.