Agility: Senior Salesforce Administrator

CAP celebrates the value of diversity and our aim is for our workforce to be as inclusive as possible as well as representing the communities we serve. With this in mind, we welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are committed to continue building an environment that embraces diversity and includes all.

Context:

Technology is a vital catalyst in facilitating CAP's essential anti-poverty initiatives, both locally in the UK and across our international operations. Entrusted with the responsibility of adapting to CAP's evolving requirements, we play a pivotal role in crafting solutions and empowering our staff and partner churches to leverage opportunities within the dynamic technological landscape. We use Salesforce as a platform as our key debt solution system, for HR, donor, volunteer, and partnership management.

Purpose:

As a Senior Salesforce Administrator, you will play a key role in the building, customisation, configuration, and maintenance of our Salesforce platform. You will collaborate with cross-functional teams, including the Solution Architect and Senior Developer, to understand business requirements and translate them into effective solutions. The ideal candidate will possess strong technical acumen, excellent problem-solving skills, and a passion for tech leadership and building forward.

Passion:

We're dedicated to using our technical expertise to offer robust and innovative solutions to the CAP family. As CAP undergoes a transformative tech journey, we seek individuals with unwavering passion to envision change beyond the ordinary. We want those who believe in the collective power of the church to uplift people from debt and poverty, turning challenges into opportunities. Our new platform is the key to realising CAP's vision for the UK church to serve those most in need. Let our shared passion for Jesus be the guiding light, transforming not just our systems but people's lives.

Reports to:

Technology Development and Release Manager.

Role:

Accountabilities:

Development
- Develop a performant, maintainable, and scalable system, ensuring it is well documented and in line with the latest standards and best practices.

Ensuring an excellent user experience, both for our bespoke systems and third-party applications.

- Manage delegated projects from scoping to release. working closely with stakeholders to clarify and document problems and solutions.
- Uphold a high standard of technical governance, enforcing data quality standards and security best practices; providing technical oversight to the team. Effectively leverage Salesforce tools and automations to fully exploit the advantages of the platform.
- Work collaboratively with key stakeholders to support technical solution design, upholding our vision of building systems with an Agile, value driven, and declarative-first approach.
- Provide best-effort estimates for the sizing of tasks and level of confidence.
- Escalate any technical issues, concerns or development delays to the Development Manager and other appropriate stakeholders.
- Oversee systems testing and coordinate user acceptance testing (including managing sandboxes), making appropriate changes and fixing issues.
- Work with the Release Manager in an Agile approach to releases, ensuring frequent and stable deployments within sprint cycles.
- Triage, document and resolve issues and bugs in a timely manner. Working collaboratively with the Product team on prioritisation and decisions to suitably manage or monitor low risk issues.
- Effectively manage user profiles, permission sets, roles, and sharing settings, ensuring the principle of least privilege is followed.
- When required, to build and maintain custom Salesforce dashboards and reports to deliver valuable insights and track of key indicators.
- Provide technical consultation during the early stages of initiatives, to incorporate strategic aims and make the best use of team resources.
- Make practical recommendations to the Development Manager and Head of Technology on new approaches, ways of working, and tooling.

Team
- Guide and encourage the team in an Agile environment, alongside the Development Manager. Lead by example to foster a healthy team culture, motivating and inspiring the team to strive for development excellence.
- Actively contribute to team ceremonies, leading them where necessary.
- Actively engage in pair and mob development to support admins, share knowledge, and improve system quality.
- Conduct work reviews and provide constructive feedback to other admins.
- Stay current on Salesforce and related technologies; this may include attending conferences, user groups, and training.
- Accelerate the team's development through mentorship, sharing knowledge, and contributing to training sessions. Oversee the onboarding new admins.
- Act as a technical lead during incident response, when appropriate, and participate openly in blameless postmortems.
- Effectively coordinate with external consultancies and suppliers; including ensuring sufficient knowledge transfer.
- Lead the team to constantly enhance our working methods and development pipeline to ensure optimal utilisation of resources.

Measurable outputs:

- Timely completion of work within agreed timescales.
- Develop scalable and maintainable declarative solutions that optimize business processes efficiently.
- Uphold a high standard of technical governance, enforcing data quality standards and security best practices.
- Effective management of user profiles, permission sets, roles, and sharing settings to ensure the principle of least privilege is followed.
- Frequent and stable deployments within sprint cycles, supporting the Release Manager in an Agile approach to releases.
- Efficient scoping of issues and regular contribution to technical solution designs with an Agile and value driven approach.
- Work well with the Development Manager, Product Owners, and other stakeholders to manage team workload and efficiently delegate project issues for timely delivery.
- Achieve acceptable customer satisfaction for the systems in responsibility.
- Ensure that customer and stakeholder questions are responded to within a reasonable time.
- Regularly contribute to pair/mob developing, work reviews, and technical training sessions.
- Proactive responsibility and actions in major incidents, ensuring they are triaged in less than 4 working hours. Security vulnerabilities are identified and addressed within 5 working days.
- Proactive in Lean and Agile team and process improvement.

Culture

- Clearly live out and embrace the cultural values of CAP.
- Clearly demonstrate a heart and passion for the charity.
- Sincere acceptance, understanding and practice of the Christian ethos and purpose of the charity.

Other responsibilities include:

- Being willing to pray with staff and fully engaged with our Christ-centered culture.
- Encouraging friends, family and other contacts to support the charity through the Life Changer program, and other fundraising initiatives.
- Attendance at annual CAP staff conferences.
- Completing all compulsory CAP training within given timescales.
- This role falls within the scope of the FCA's conduct rules, and you will be provided with training as to how these apply to the role. It is your responsibility to ensure that you follow these conduct rules.

The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment. It may change from time to time to reflect changing circumstances.

Person:

Education:
- Degree Level or equivalent vocational training.
- Applicable Salesforce certifications (e.g. Advanced Administrator).

Experience:

Essential
- 3 years experience as a Salesforce administrator.
- Solid understanding of Salesforce administration tools (Flow, Lightning App Builder, Object Manager, Data Loader, Optimizer, Health Check).

Desirable
- Salesforce certifications (e.g. Advanced Administrator, Platform App Builder).
- An active Salesforce Trailhead account with badges and points.
- Experience in technical leadership.
- Experience in mentoring/coaching.
- Familiarity with Scrum and Agile methodologies, with an Agile mindset.
- Experience in technical project management, including road mapping and scoping work.
- Familiarity with Jira or equivalent project management tool.
- Experience creating, refreshing, and managing sandboxes.
- Experience creating customised reports and building dashboards.
- Knowledge of database technologies.
- Experience with Salesforce Non-Profit Cloud, NPSP, and Experience Cloud.
- Understanding of Pardot, Findock, Form Assembly, Gearset, Copado and Opero products.
- Expertise in Agentforce.

Skills/abilities:
- Proactive in leading the admin team on technical challenges with an Agile and collaborative mindset.
- Excellent communication and stakeholder management skills, with the ability to translate technical concepts into business-friendly language.
- Able to build strong working relationships and work collaboratively with developers, administrators, and key stakeholders; Including across teams.
- A logical and technical thinker with excellent evaluation, analytical, and problem-solving skills.
- Able to hold a good balance between detail and the big picture, with a great level of organisational awareness.
- Able to work calmly under pressure and manage project challenges with flexibility and resilience.
- Skilled at technical solution design with an Agile and value driven approach.
- Strong organisational skills, able to balance responsibilities and prioritise tasks well.
- Ability to mentor other admins and advocate for the team.

- Ability to lead the team in effective and helpful meetings.
- Ability to work proactively and escalate issues appropriately when needed.
- Adaptable with a desire to learn new skills, systems, and methodologies.

Christian commitment:
- The candidate must be able to give both verbal assent to and practical demonstration of Christians Against Poverty's Statement of Faith and Core Values.
- Must be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of their own personal faith and in line with CAP's Statement of Faith.

All adults working in or on behalf of CAP have a responsibility to safeguard and promote the welfare of children and adults. This includes:
- A responsibility to ensure a safe environment in which CAP services can be delivered.
- Identifying children and adults where there may be safeguarding concerns.
- Following the CAP *Safeguarding policy* in addressing any concerns appropriately.

Date: October 2025