

Job Title: Salesforce Analyst & Administrator

Location: Lutterworth, UK

Work Conditions: Hybrid working, minimum 2 days in the office (some working hours may be remote working from home)

Purpose:

Providing optimised CRM and PRM processes and data through collaboration with system owners on the scope of the Salesforce platform. Ensuring the reliability of the platform for current and future business needs. Improving processes and automation to translate complex requirements into technical blueprints. Maintaining robust systems in line with ISO and QMS conformity.

Key Responsibilities:

- **Solution Design & Strategy** – Design, implement and maintain data and security models, devise integration strategies, defining requirements for new features
- **Technical Leadership** – Control development, using best practices for Apex, Lightning Components, and automation frameworks
- **Governance & DevOps** - Establish requirements capture, change management and release management processes, governing how changes are tested and deployed to production
- **Stakeholder Management** - Translate technical concepts for C-level executives and build consensus on system functionality
- **Documentation** - Maintain comprehensive documentation for system design, integrations, and data flows
- **User Management** - Create, update, and deactivate user accounts; assign profiles, roles, and permissions
- **System Configuration** - Customise fields, page layouts, and custom objects to match business workflows
- **Automation** - Use tools like Flow Builder to automate repetitive business tasks and processes and improve operational efficiency
- **Security & Data Management** - Manage security settings, sharing rules, data imports, and data quality
- **Analytics & Reporting** - Build tailored reports and dashboards to help stakeholders visualise key data
- **User Support & Training** - Provide ongoing support, troubleshoot issues, and train users on platform functionality
- **Handle Requests** - Manage a backlog of user requests (often via Agile/Scrum) to create new fields or update reports

- **Maintenance** - Install release updates, audit data, and maintain system security
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Requirements:

- 5+ years' experience in Salesforce administration and/or analyst roles
 - Certification in Salesforce Administration, Salesforce Certified System, Application Architect, Certified Technical Architect (CTA)
 - Strong knowledge and proficiency of the Salesforce platform (Sales Cloud, Service Cloud, Experience Cloud), CRM workflows, data modelling and migration, API integrations, automation logic
 - Experience translating business needs into technical requirements
 - Ability to identify and implement solutions for continuous improvement
 - Excellent troubleshooting, communication and documentation skills
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Core Competencies:

- Deadline and pressure management
 - Planning and organisational skills
 - Analytical and creative problem-solving
 - Customer-focused communication
 - Teamwork, mentoring and relationship building
 - Leadership and technical authority shaping Salesforce operational requirements
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Desirable Qualifications:

- Degree in Computer Science, Engineering or equivalent experience