
Systems & Salesforce CRM Executive

Resurgo Trust

Are you an outstanding problem solver who enjoys creating, developing and maintaining database systems, has a passion for the use of data to improve operations, and a desire to be part of Resurgo's ambitious mission to enable social impact?

The successful applicant will support Resurgo's Impact team in ongoing maintenance and development of Salesforce to support the whole organisations mission, while also being involved in the wider Impact workstream.

With high attention to detail and exceptional initiative, they will combine excellent IT skills with a clear and confident communication style to ensure all staff are trained, supported and inspired in their use of Salesforce.

About us

Who we are?

Resurgo means to rise up again

It describes our belief in the unbelievable difference we can make when we rise up together to transform society.

In 2016 we were listed as one of the UK's Best Workplaces in the 'Great Place to Work' Awards.

In 2017 we won the Princess Royal Training Awards which honours employers that have created outstanding training and skills development programmes.

Our Existing Initiatives

- **Spear**, an award-winning programme run in partnership with local churches to help young unemployed and disadvantaged people into work or education. We're delighted that over 75% of completers are still in work a year later.
- **Resurgo Ventures**, supporting emerging social entrepreneurs to make a positive impact on society through mentoring and Accelerator programmes.
- **Resurgo Consulting**, providing coaching services to organisations enabling them to improve trust, increase workplace satisfaction and achieve better outcomes.



Responsibilities

Salesforce CRM Management

a) Development

- Assisting the Impact Team with the design, development and implementation of new Salesforce Systems to record, monitor and analyse data across all departments
- Keeping abreast of new Salesforce features and functionality and providing recommendations for process improvements; evaluating their impact on existing customised features

b) Troubleshooting & Ongoing Maintenance

- Ensuring smooth day to day running of Salesforce for all users
- Providing the first-line of Salesforce support to users, answering queries via the system, phone, email and face-to-face

c) Staff Training

- Encouraging best practise across the team in terms of data collection and interpretation, ensuring Salesforce is used to its fullest capacity
- Documenting processes, producing training and

guidance documents for users, contributing to reviewing and updating data processes

- Ensuring all new starters are trained on Salesforce during onboarding and overseeing ongoing training.

d) Dashboard & Report Maintenance

- Creating and maintaining customised reports and dashboards to support delivery, impact monitoring, fundraising and campaigning activity

e) Account Management

- Setting up new users on the system and managing licensing
- Liaising with our Salesforce account manager and attending reviews as and when required

Systems

- Designing, developing and overseeing new processes to aid in the delivery of the Spear program
- Reviewing current processes to ensure they are maintained and up to date
- Working across Head Office departments to develop collaborative systems

Impact Workstream

- Supporting the Impact team in planning, designing and carrying out Impact-related work, both internally and with external partners

Person Specification

Required

- Ability to personally represent the Christian values of Resurgo
- Outstanding problem solver who is able to think outside the box to solve issues
- Energized by resolving complex problems and able to drive through to full completion
- Excellent IT skills, in particular Excel, and understanding of data bases
- High levels of accuracy and attention to detail
- Strong analytical skills and ability to design systems and processes to facilitate data analysis
- Excellent communication skills; able to clearly communicate complex systems
- Able to learn and understand new processes quickly and put them into practise
- Ability to translate ideas into practise
- Forward planner with good time management skills who works well under pressure and meets deadlines

Desirable

- Experience using Salesforce
- An understanding of complex Excel formulas

Working Requirements

- 4 days a week, 9.30am – 5.30pm
- Occasional evenings per term (for Spear Celebration events every two months, and the annual Resurgo fundraising party) as well as those occasionally required to attend Impact forums, events and launches
- Occasional staff development and training events
- 25 days annual leave pro rata and additional time off between Christmas and New Year
- Participating in the wider staff team including taking an active part in weekly staff prayer and worship meetings and key events such as staff conferences three times a year (which may involve longer days or a weekend)

Additional Information

Salary & Benefits

- £25,000 - £28,000, dependant on experience
- Pension scheme: 3% employer contribution
- 25 days holiday pro-rata plus Christmas 'gift days'- the days between Christmas and New Year
- Attendance on 'Coaching for Leadership' course- iLM accredited 5 day programme of coaching training over 2 months (valued at £2,500).
- Employee Assistance programme: a confidential support service for employees
- Option to take advantage of Give as you Earn (GAYE)

How to Apply

Please complete the application form on our website www.resurgo.org.uk/resurgo/workwithus and submit it with your CV to recruitment@resurgo.org.uk

Recruitment Timetable

Position available immediately

Applications will be reviewed and phone interviews will be conducted throughout the advertising period, so please submit applications as soon as possible.

Queries

If you wish to have an informal discussion about the role, please email the People and Culture team (recruitment@resurgo.org.uk) to arrange a time.