# Job Profile

Job Title: Salesforce Support Team Leader

Directorate: Information Services (IS)

Reports To: Support Manager

Matrix Reporting To: N/A

Disclosure Check Level: None

Date created/last reviewed: November 2024

## Overall Role Purpose

The Salesforce Support Team Leader helps people with sight loss to live the life they choose by supporting the consistent use and preservation of accurate data within Guide Dogs’ Salesforce platform for our core supporter, service user and volunteer systems, enabling the organisation to maintain long-term commitment, and generate funds, from its supporters.

## Key Responsibilities

* Lead the Sales force Support team ensuring that process and procedures are in place to respond to Salesforce issues.
* Provide first/second line support for the Salesforce user base for systems and data related queries and investigate, triage and resolve incidents received via managed helpdesk routes according to set standards and procedures, escalating ticket to appropriate support services where appropriate.
* Drafts and maintains procedures and documentation for application support improving support knowledge base and routinely reporting on issues, problems and incidents through appropriate channels to improve organisational incident management approach.
* Ensure the quality and integrity of current data is of the highest standards and put procedures in place to correct identified errors within that data across our Salesforce platform(s) and identify any training issues which arise.
* Create and amend letter templates, user login creation and other minor system changes as required.
* Ensure adherence at all times to GDPR and other regulatory or best practise guidelines to protect Guide Dogs reputation and promote high quality expectations both internally and externally.
* Support salesforce projects as required including regression testing and other support tasks to ensure alignment with business objectives and customer requirements.

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: One

Number of Indirect Reports: None

Number of Volunteers Supervised: None

### Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

# Application of this Job Profile

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives.

All employees must also:

* Comply with all organisational policies
* Promote the vision and values of the organisation
* Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes to the role.

# Working at Guide Dogs

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs and companion dogs. Staff and volunteers in all our locations support this work. Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

Guide Dogs will require proof of identity and the right to work in the UK.

# Person Specification

## Education/Qualifications

#### Essential

* GCSE passes or equivalent at least at grade C - Maths & English (QCF level 2 / SQCF level 5)

## Job-Related Experience

#### Essential

* Managing databases and ensuring the integrity of the data.
* Working with Salesforce.
* Process review and improvement
* Creating and maintaining documentation in relation to databases.

## Knowledge

#### Essential

* GDPR knowledge to ensure we adhere to and are not at risk of being prosecuted by the Information Commissioner.

## Skills and Competencies

#### Essential

* Advanced IT skills including database management, and ability to interpret reports and data.
* Excellent verbal, face to face and written communication skills.
* Strong administrative skills, time management and multi-tasking.
* Self-motivated

#### Desirable

* Proven ability to learn new IT system skills.
* Highly motivated towards a client/customer focussed service.

## Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

* **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen and recognise that every individual is different in where they’ve come from and where they’re going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
* **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
* **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

* **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
* **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
* **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

## Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we’ll also be assessing ‘safeguarding competencies’ as part of the process. These are:

* Appropriate motivation to work with vulnerable groups;
* Emotional awareness;
* Working within professional boundaries and self-awareness; and
* Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

## Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

## Job Group (internal use only)

This role has been evaluated as a Team Leader, please [follow this link](https://guidedogs.sharepoint.com/%3Aw%3A/g/EUGeQtyNhkdJqpXhe-Ea2lIBiFAK1tCF2WxyRVOHSmL5Iw?e=tl0Kr8) to view the salary band.