

Vacancy: Salesforce Administrator



Hours:
Fulltime



Location:
Head Office,
Sherrard Street
Dublin



Reporting to:
Data Systems Manager

About Peter McVerry Trust

Peter McVerry Trust is a national housing and homeless charity committed to reducing homelessness and the harm caused by substance misuse and social disadvantage.

The charity provides low-threshold entry services, primarily to younger people and vulnerable adults with complex needs, and offers pathways out of homelessness based on the principles of the Housing First model.

In 2022, the charity worked with over 12,000 people and was active in 28 local authorities across Ireland.

Role overview

To support the Salesforce System Administrator Services to manage Peter McVerry Trusts CRM so that the data is accurate, up to date and informative.

The Central supports Team work in conjunction with the entire organisation. This role is a great opportunity to learn about a multifaceted organisation and positively contribute to the impactful work that is carried out daily.

Key Objectives

·Ensure quality of all master data is maintained, including identification of errors, duplicates, etc, through periodic checks on data consistency, data cleaning and data stewardship processes

- Assist in handling staff queries and support them in troubleshooting difficulties.
- Ensure data integrity is upheld within the salesforce system
- Assist in the setup and maintenance of users based on roles, profiles, sharing rules and permission sets
- Work with the Salesforce System Administrator to create reports and dashboards or add modifications
- Collaborate with staff to create new fields, update fields, and configure page layouts
- Design and deliver training to staff on how to use the CRM correctly to ensure accurate maintenance reporting, including documentation and instructional videos
- Manage large and complex databases and develop summary tables and charts

The above Job Description is not intended to be a comprehensive list of all duties involved, and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.

Employee benefits

- Attractive salary
- 21 days annual leave allowance
- Core Professional Training and CPD
- Cycle to Work Scheme and Tax Saver
- Death in Service Benefit
- Employee Assistance Programme
- Career progression opportunities

Qualifications & Skills

Qualifications:

- Hold a relevant third-level qualification (QQI Level 8) suitable to the role in an Information Technology related field
- Must have the requisite knowledge and ability including a high standard of suitability, and professionalism for the proper fulfilment of the duties of this role

Skills:

- Strong organisational and administrative skills, with high level of attention to detail and accuracy
- Creative and analytical thinker with the ability to analyse and solve complex problems
- Comfortable working in a fast-paced environment with constant changes
- Willingness to work to task completion and manage multiple competing tasks while ensuring timely delivery of projects
- Ability to work both independently and as part of a team
- Discretion handling confidential information

Experience:

- Experience working with Salesforce Non-Profit Success Pack preferred
- Have a minimum of one-year relevant post qualification experience in Salesforce
- Proficient in Microsoft Excel
- Manage large and complex databases and develop summary tables and charts
- Experience using PASS would be desirable
- Experience working as part of a multi-disciplinary team

How to apply:

**To apply please download the application form or visit pmvtrust.ie/careers:
[Application Form](#)**

Completed application forms should be sent to recruitment@pmvtrust.ie along with your CV and Cover Letter.

Peter McVerry Trust is an Equal Opportunity Employer.
Registration Number 412953 | Charity Number CHY7256