

Are you our new Salesforce Manager?

The basics

Location	Central London
Reporting to	Head of Project Management
Salary	Competitive Salary and Benefits
Working hours	Full time The pattern of hours may vary according to operational needs and generally work will be carried out during normal office hours. We're a flexible employer.
Contract	This is a 6 month fixed term contract. The period of notice is 1 month in writing on each side. There is a probationary period of three months.
Holidays	25 days per annum, plus statutory holidays
Equal Opportunities	We strive to be an equal opportunities employer and commitment to this process will be expected.

Who are we?

We are Future Cities Catapult. We develop and test urban solutions and accelerate them to market, to grow the UK economy and make cities better. We bring together businesses, universities and city leaders so that they can work with each other to solve the problems that cities face, now and in the future.

From our Urban Innovation Centre in London, we provide world-class facilities and expertise to support the development of new products and services, as well as opportunities to collaborate with others, test ideas and develop business models.

We help innovators turn ingenious ideas into working prototypes that can be tested in real urban settings. Then, once they're proven, we help spread them to cities across the world to improve quality of life, strengthen economies and protect the environment.

Our Cities Lab provides data analysis, modelling and visualisation capabilities to understand and elucidate city problems, while on-the-ground demonstrators in our network of collaborating cities provide opportunities for testing new approaches in-situ. Combined, they help us discover which new ideas can have the biggest impact on our urban environments.

By bringing together the UK's top architects, engineers, designers, academics and business professionals, we can help them transform cities on a global scale. We will strengthen the UK's ability to turn excellent urban innovations into commercial reality.

We specialise in urban strategies, connected cities and urban data science. We use these capabilities to focus our work on three core themes: integrated urban planning, healthy cities and urban mobility. We can provide impartial advice about the most effective products and services – both off-the-shelf and bespoke – to help cities make the most effective use of their investments. We're about making innovation happen in cities.

So what is it all about?

We are looking to appoint an Interim Salesforce Manager. Working within the FCC's PMO, the Salesforce Manager's main objective is to manage the administration and customisation of the FCC's Salesforce CRM and Project Management system. You will also be responsible for report-building and managing Salesforce related licences, contracts and suppliers.

Working with the Head of PMO the Salesforce Manager will help to continuously improve the project development and project delivery business process, ensure the business process is reflected within Salesforce and provide a data/performance analysis function.

We are currently reviewing our IT strategy and there could be scope for this role to be extended, but this cannot be guaranteed.

What will you be doing?

You will play a key role in the PMO, working as part of the PMO team, and sometimes independently, on developing different elements of project and portfolio management.

Where applicable, you will be responsible for ensuring project development and delivery business processes are represented in Salesforce, the FCC's CRM and Project Management system developing functionality using standard Salesforce tools/features and add-ons. This could mean making a simple change to a field name, working with a third-party supplier to build some bespoke functionality, building workflows or anything in-between. You will be expected to work through different options, analysing them for pros and cons, instigating pilots with users and testing.

You will be the system administrator managing user access, security roles, licences, third-party suppliers and contracts and be responsible for delivering training to new users and to staff on new functionality.

Training will vary in delivery from written guidance, video guides, 1-2-1 sessions and/or group sessions.

A key part of the role will be to identify useful reports and to build those along with others identified by different parts of the business ensuring that reports are presented in a useful way and are aesthetically appropriate. You will be building, de-bugging and validating Salesforce reports using Salesforce tools/features and add-ons.

You will be expected to identify when data does not seem to be accurate, challenge Project Managers and Project Developers and interpret project information and data enabling you to highlight risks and issues.

You will be expected to integrate and interact with Project Managers (and Project Developers) across the business to ensure system requirements are considered, but also, to provide support and guidance on system use.

These will be your main responsibilities:

- Managing the Salesforce CRM and Project Management system
- Analysing the project pipeline and providing relevant information and reports for management and business planning meetings
- Identifying business process improvements and ensuring they are reflected in Salesforce
- Developing functionality using standard Salesforce tools/features and add-ons
- Building, de-bugging and validating Salesforce reports using Salesforce tools/features and add-ons
- Identifying suitable reports to build, as well as building other reports required by other parts of the business
- Managing Salesforce third-party suppliers, licences and contracts
- Managing Salesforce accounts, logins and security roles
- Responsible for generation of scheduled reports for FCC EMT, Board and Audit Committee – ensuring that Salesforce users have input the required data
- Development of exception reports on data quality and missing data
- Delivering training and writing guidance
- Support the broader work of the PMO and potentially other business areas as required

What are the first-year outcomes?

Outcomes are what you need to accomplish in your role, and we will work together to refine these. These are not all the outcomes you will be expected to achieve, but some of the primary ones:

- By 6 weeks, providing regular and timely MI reports on pipeline (opportunities) and live project performance
- By month 3, carrying out a review of existing Salesforce functionality and fields and establishing requirements for improvements.
- By month 6, of the requirements identified, some will require immediate implementation, whilst others are likely to be put on hold until the organisation's IT strategy is identified. The required outcome here will be to ensure all requirements requiring immediate implementation are implemented.

What kind of person are we looking for?

You will have:

- A Salesforce Administrator Certification
- Project Management background
- At least 3 years' experience in a similar role
- At least 3 years' experience of Salesforce:
 - Customisation
 - Report building
 - Training

- User Management
 - Supplier Management
- Strong numerical skills.
- Data management, analysis and interpretation.
- Advanced MS Excel skills (formulae, pivot tables, graphs)
- Strong inter-personal skills
- The ability to plan, prioritise and manage a varied and busy workload delivering projects to a high standard with measurable outputs and meeting deadlines
- Professionalism, resilience and self-awareness. Acting in a professional manner and showing determination, drive and commitment at all times and particularly when faced with challenges and setbacks
- Ability to function independently and use own initiative in a fast-paced environment, as well as to take direction

It will be great if you also have:

- Salesforce Certification(s) (App Builder, Developer, Implementation Expert, Architect and/or Marketers).
- A project management qualification such as PRINCE2 Practitioner or APMP
- A relevant Bachelor degree qualification
- A genuine interest in urban innovation and cities

What about our culture?

We are a rapidly growing organisation with a mission to make urban innovation happen for the benefit of businesses, cities and citizens.

Our mission is to advance urban innovation, to grow UK companies, to make cities better.

We employ people with various backgrounds and skills so we can quickly create multidisciplinary project teams to deliver innovative new projects and programmes that make a real impact. The flexible design of the organisation means we can get the most out of the diverse variety of skills and perspectives we have in-house.

We are all deeply committed to our mission, and you will need to share that commitment and vision. You are happy working in a fast-moving, unstructured and multi-disciplinary environment and thrive on the occasional uncertainty that comes with being part of a new and fast-growing organisation.

Our culture is open, collaborative and rich in skills and backgrounds. We've tried to capture our way of working in three principles:

- **Break new ground** – we're transformative, imaginative and intelligent
- **Play nicely** – we're collaborative, approachable and fair
- **Make it a reality** – we're down to earth, tangible and we get stuck in.

You'll thrive in an environment that sits between public and private, between cities and tech, between design and science, between research and practice. If you are excited by the possibility of working in one of the world's leading urban innovation centres, a place stuffed with a diverse group of talents and perspectives, we would encourage you to send your application.

Want to apply?

Send your CV with covering letter via our application portal. In your cover letter tell us why you're right for the job.

www.futurecities.catapult.org.uk

Twitter: @FutureCitiesCat