

# RECRUITMENT PACK

CRM SUPPORT ASSISTANT

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# JOB DESCRIPTION



# KEY INFORMATION



## Job Title and Code

CRM Support Assistant  
(BDCH6254a)



## Department/Team

Data Applications



## Location

Battersea, London / Hybrid



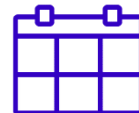
## Salary & Grade

£25,510 per annum



## Hours

35 hours per week, but we're always happy to discuss flexible working, part time hours and job share arrangements



## Duration

Permanent

# ABOUT THE ROLE

Battersea is undergoing a significant transformation programme (known as Launchpad) to deliver real change in the way we work with, utilise, and learn from data. Our new approach will enable smoother animal, customer and supporter journeys and will help us embed a truly data and insight-driven approach to decision-making at Battersea. The first phase of the programme is to implement Salesforce Lightning as the organisation's single CRM application.

With the programme underway, in the preparation for the first go live, this exciting role has been created to ensure that all the system users are expertly supported.

This role will initially contribute to the Launchpad programme by supporting the setup up of a robust CRM support function. This role will then provide support to system users and fulfil ongoing maintenance and data quality duties.

This is an exciting opportunity for someone looking to help contribute to the future of data at Battersea, open to working in a dynamic and fast-paced environment, with a desire to contribute to a first-class CRM support.

# RESPONSIBILITIES

Estimated % time	
<b>User Support</b>	<b>70%</b>
<ul style="list-style-type: none"><li>• Support users by efficiently resolving queries and issues related to Salesforce CRM and other associated systems.</li><li>• Triage and prioritise support tickets to ensure tickets are closed within appropriate timeframes.</li><li>• Communicate with users to ensure effective troubleshooting and resolution of issues.</li><li>• Escalate technical issues to the relevant internal or external support partners and proactively monitor their progress to resolution.</li><li>• Create and maintain support documentation and user guides for new and existing processes.</li><li>• Maintain the system knowledge base so common queries can be resolved quickly.</li><li>• Contribute to Continuous Improvement reviews of existing processes.</li><li>• Contribute to the transition of projects and changes from development into support.</li></ul>	
<b>System Administration &amp; Maintenance</b>	<b>30%</b>
<ul style="list-style-type: none"><li>• Contribute to the creation of a suite of housekeeping activities to maintain data quality and continually review if new activities are required.</li><li>• Responsible for the ongoing running of agreed data quality processes.</li><li>• Proactively identify potential improvements related to data quality and system processes.</li><li>• Support and undertake activity that contributes to Battersea's regulatory responsibilities e.g. statutory audits, Gift Aid and GDPR compliance.</li><li>• Support Salesforce upgrade deployments and adoption of any new included features.</li><li>• Undertake functional testing and support User Acceptance Testing as needed</li></ul>	

# PERSON SPECIFICATION

## ESSENTIAL

- Experience with providing first line user support for a modern CRM (E.G. Salesforce) within a helpdesk setting.
- Strong communication skills and comfortable working collaboratively. Proficient at communicating with non-technical users to clarify queries and troubleshoot technical issues.
- Customer focused – being aware not just of those being supported but of wider implications for other users and our vital supporters. Experience with triaging customer support requests.
- Good understanding of best practice data management techniques and comfortable working with, querying and manipulating large complex data sets.
- High degree of computer literacy with significant experience of MS Office and other relevant IT systems, including significant experience of working with data applications.
- Skilled at managing own workload and remaining focused on priorities, remaining positive and solution focused in the event of unexpected challenges.
- Eager to learn and develop both technical and nontechnical skills to ensure the team can meet current and future business requirements.

## DESIRABLE

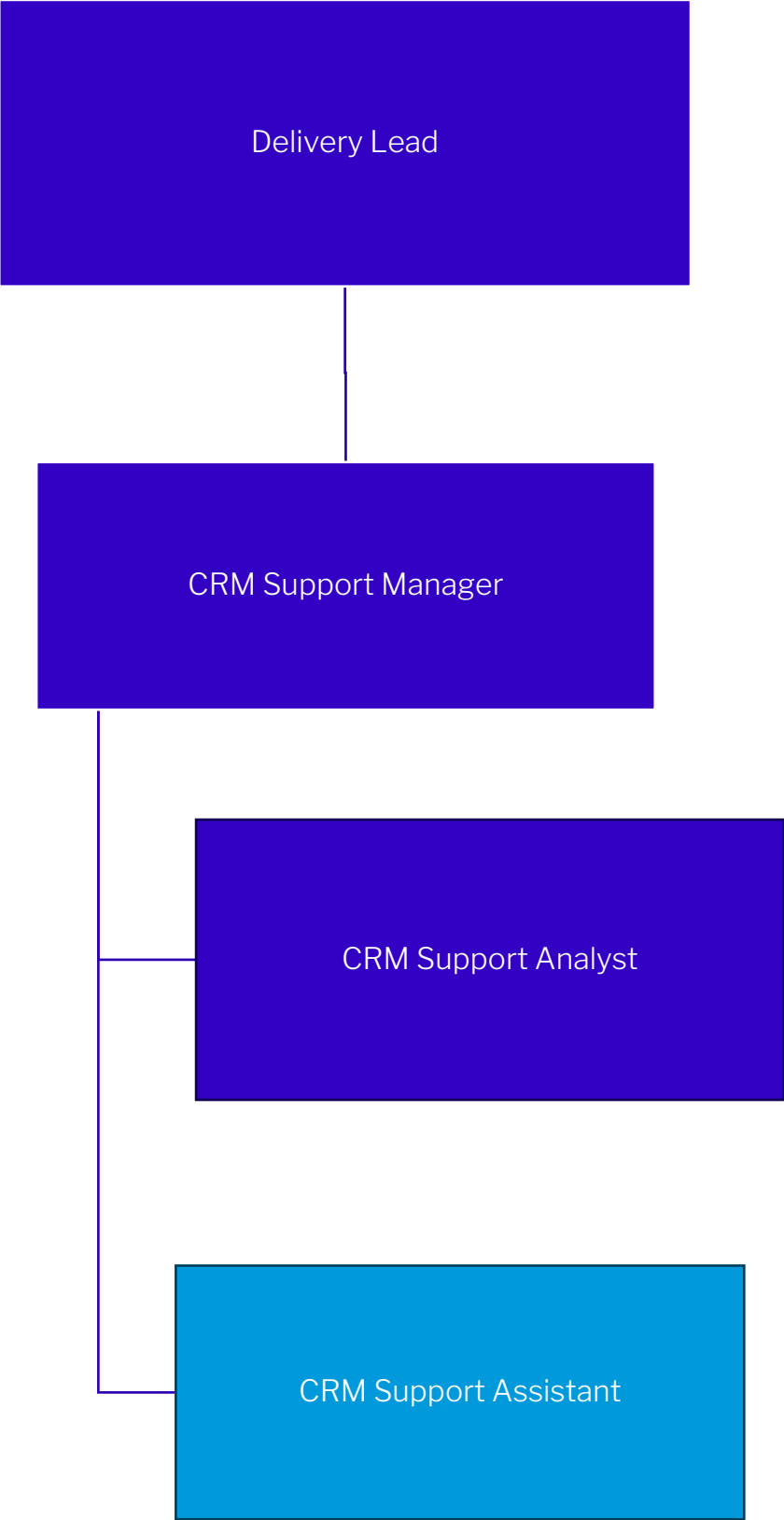
- Knowledge and experience of charity activity and the animal welfare environment.
- Knowledge of relevant compliance obligations (GDPR, HMRC etc.) and a good understanding of the broader charity regulatory environment.
- Experience supporting / leading training and creation of training materials.
- Experience of working with a new system in a change environment.
- Experience using customer support or IT ticketing systems to log, manage and resolve issues efficiently and accurately
- Experience using Salesforce



# HYBRID WORKING POLICY

We operate a hybrid working policy, with our office-based staff splitting their time between site based and home working. We believe this enables our office-based staff to maintain the benefits of home working, while allowing for collaboration and interaction with our animal-facing staff and maintaining a connection to our cause. As such, you'll be expected to work in our Battersea office for at least 50% of your working week.

# POSITION IN THE TEAM





# YOUR APPLICATION



# KEY DATES



## Closing Date

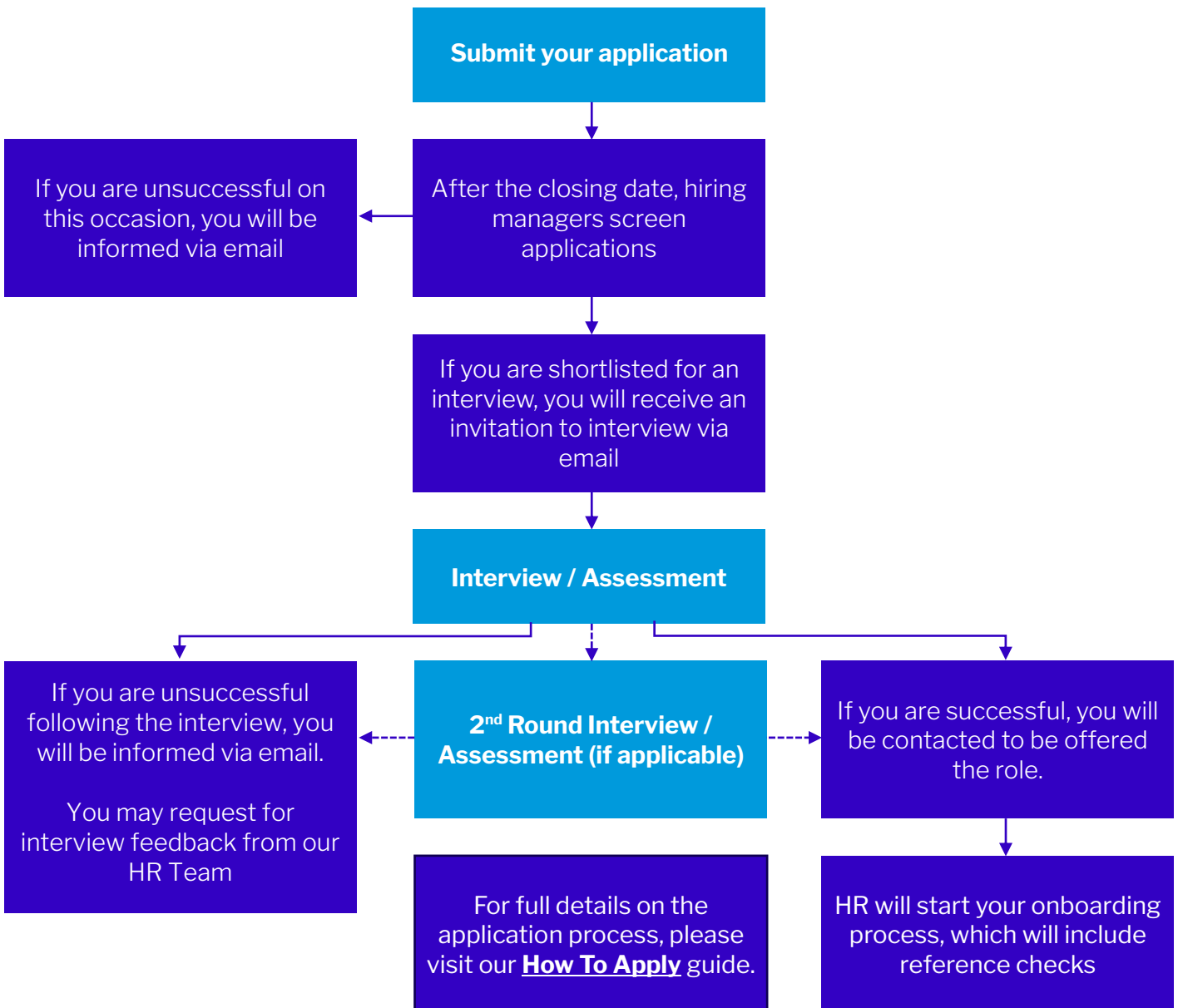
XX Month Year



## Interview Date

XX Month Year,  
00:00 am/pm

# APPLICATION PROCESS





# COMPLETING YOUR APPLICATION

The information below is provided to support you with completing your application.

- Our application forms will ask you for:
- Employment History
- Educational History (which is non-mandatory)
- Either a supporting statement of no more than 1000 words; or
- Responses to short-answer questions.

The statement and short-answer responses are a very important part of your application. This is your opportunity to showcase your knowledge, skills and experience, and how this relates directly to the person specification for the role.

Please provide specific examples where possible and demonstrate your key achievements. You might also consider referencing Battersea's key values in your application (for more on these values, please see the Life at Battersea document).

Once your application is complete, we encourage you to provide your diversity monitoring information. Whilst this is entirely voluntary, completing this information will form part of an anonymised data set to help us understand, measure and take action to ensure our processes are inclusive. Your information will remain confidential, be held in line with GDPR requirements and will not be used to determine whether you are shortlisted for any role (s) you apply for.



# DIVERSITY AND INCLUSION

## OUR COMMITMENT

We are committed to providing a welcoming and inclusive experience for all staff, volunteers and trustees and those hoping to join us. We operate an anonymised shortlisting process and actively seek to ensure our process is fair and equitable for all.

We understand the value of diverse voices, perspectives, and experiences to help us deliver even more for our dogs and cats, and we welcome applicants from all sections of the community.

## WORKPLACE ADJUSTMENTS

As a Disability Confident Committed Employer, we will also ask about any adjustments you may need at the application and/or interview stage. And, if you are offered a role with us, we'll talk to you about any workplace adjustments you may need to help you perform at your best. If you would like to talk more about this, please contact 020 3887 8341 or email [jobs@battersea.org.uk](mailto:jobs@battersea.org.uk)

# REQUIREMENTS FOR WORKING AT BATTERSEA

Please note that all offers of employment require:

- References deemed satisfactory by Battersea
- Proof of eligibility to work in the UK. For details on which documents can be used to certify your right to work, please refer to [Prove Your Right to Work](#)

## DATA PROTECTION

The information you provide in your application will be used by Battersea Dogs and Cats Home to assess your suitability for the role you have applied for.

Any special category information (such as information relating to ethnicity or sexual orientation) you choose to provide will only be used by Battersea to monitor and report on diversity and equality of opportunities. The provision of this information is entirely voluntary and will not be used in determining whether you are shortlisted for the role you have applied for.

Further information about how we protect and use your personal data is set out in our [Job Applicant Privacy Notice](#) or contact our Data Protection office at [DataProtection@battersea.org.uk](mailto:DataProtection@battersea.org.uk)



# BATTERSEA

HERE FOR EVERY DOG AND CAT

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**BATTERSEA DOGS & CATS HOME**

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JOBS@BATTERSEA.ORG.UK

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Battersea is a charity registered in England and  
Wales (206394)

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Patron HRH The Duchess of Cornwall GCVO  
President HRH Prince Michael of Kent GCVO

