Salesforce Training & Adoption Manager

*age*UK

Too many older people have no one to turn to for support. We believe no older person should have to struggle alone. We're Age UK, the UK's leading charity for older people. We provide information, support, friendship and advice when it's needed most. Our services are a lifeline – could you help us reach even more people who need us?

The job, in a nutshell

The job, in a nutshell Lead on training for the Salesforce solution used by our Network Partners, and take the lead on adoption strategies with Network Partners, supporting them to gain the most value out of the solution. Provide training, develop resources, and support both new and existing users to work effectively when using the solution.

What you'll do for us:

- Develop a training strategy for the Salesforce solution, embedding this across all users of the solution.
- Work across all Network Partners using the solution, and at an individual level, to design and implement successful adoption strategies for the Salesforce solution.
- Support Network Partner and internal teams with in-person and virtual training sessions.
- Create and maintain self service training materials such as courses, documentation, and learning guides.
- Assist with ad-hoc support requests and troubleshooting, working closely with the Salesforce administrator to identify resolves.

"I am thrilled with my decision to join the Network Quality and Compliance team here at Age UK, and delighted to be working such supportive and kind colleagues. I really enjoy my role and regular meetings with my team to discuss project plans, improving systems and how best we can ensure that quality information and advice is given to older people."

Ayesha Osman
PROJECT SUPPORT OFFICER

Our values

WE ARE BOLD
In doing what's right for older people - We are unafraid in standing up for older people and in seeking support for our work with them.

WE ACT TOGETHER
With and for older people - We act as one team, collaborating to get things done.

WE ARE FOCUSSED
On what makes most impact for older people - We never forget that older people are at the heart of everything we do.

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- Plan and deliver structured training and user group schedule.
- Provide enhanced support to teams when areas for improvement are identified, or when new functionality is adopted.
- Undertake and complete adoption reviews post implementation with Network Partners, offer constructive feedback and plan and implement next steps.
- Develop and implement useful and robust adoption metrics for the Salesforce solution, using a data and evidence driven approach to continually refresh and improve adoption strategies with Network Partners.
- Support with communicating changes within systems to end users.
- Listening to concerns or ideas and escalating those through the correct channels.
- Supporting the continual improvement of systems used by teams.
- Keep up to date with personal knowledge and be a keen learner.
- Identifying gaps in knowledge and providing relevant support where appropriate.

Must have's:

- Experience of providing training to end users of digital systems.
- Experience creating training strategies and plans.
- Significant experience of driving adoption of CRM solutions across a diverse and geographically dispersed workforce.
- Experience of undertaking adoption reviews with staff groups, and achieving improvements in adoption of CRM solutions.
- Strong soft skills, with a confident and clear manner of presenting information in an engaging way.
- Must be understanding of the various challenges experienced with digital transformation projects.
- Experience of designing and developing training material.
- Confident use of Microsoft applications such as Office 365 Applications including Teams, PowerPoint, Word and Outlook.
- Willingness to travel Nationally to various locations to deliver training and support.
- Experience facilitating listening groups and feedback sessions.

Location
Hybrid / London

People management
No

Division
Network Support

We're an Age-friendly Employer

enei

disability confident

ageuk.org.uk

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age UK

Great to haves:
- Experience working with non-profit organisations.
- Experience with Moodle.
- Experience with Salesforce service cloud.

Any other relevant details:
- National travel to Network Partners, including overnight stays are required for this role.

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