



CoAction
EMPOWER • SUPPORT • CARE

CoAction West Cork provides quality services to support children and adults with an intellectual disability and autism. We aim to support people to develop their unique personal gifts, strengths and talents and to live their own lives in the way that they choose.

**Project Leader
Fixed Term Contract To Implement Salesforce as a
Client Management System
Based in Bantry**

To apply please submit:

- 1. A cover letter**
- 2. Your CV**
- 3. CoAction application form**

An application form can be downloaded from www.coaction.ie

Enquiries and copy of full description contact hradmin@coaction.ie

Closing date for receipt of applications:

September 14th 2018

Post your application to: HR Administrator , CoAction West Cork,
Slip, Bantry. Co. Cork
hradmin@coaction.ie

Incomplete applications will not be considered.

CoAction West Cork is an equal opportunities employer.

Person Specification

Position Title: Salesforce Project Leader

Based: Bantry

Reports To: CEO

Overall Position Purpose:

The post holder will be responsible for the implementation of Salesforce, with autonomy for ensuring that CoAction are adhering to best practice whilst also getting the most out of the service as a platform within CoAction.

Salesforce will be central to CoAction and will play a critical role within the technology eco-system. The post holder will also be responsible for ensuring that the organisation have a stable and future proof Salesforce instance which is fit for purpose for the organisation.

The post holder will be responsible for project managing the development, implementation and integration of Salesforce, including any new additions, to Salesforce in a controlled and careful manner, adopting the right methodology and engaging with the correct stakeholders at all times.

The ideal candidate will be an experienced project leader with Salesforce experience who is able to manage a complex instance, demanding stakeholders (often with competing and challenging views). The post holder will drive and adhere to best practice and have an interest in Salesforce.

Essential Qualifications & Knowledge

- Qualification in a related area
- Minimum 3 years' experience in successful delivery of CRM Projects (preferably Salesforce)
- Clear understanding of risks and challenges associated with project delivery, in addition to an excellent understanding of recognised project management methodology
- Demonstrated project leadership skills, with direct responsibility for managing teams, budgets and schedules

Desirable Qualifications & Knowledge

- Experience in small, medium and enterprise Salesforce solutions
- Qualification in Project Management i.e. Prince2, Agile

Essential Skills & Abilities

- Excellent communicator with demonstrated ability to build positive relationships with all levels across an organisation
- Outstanding relationship management skills, with the ability to work effectively with senior stakeholders
- Experience of building relationships with a range of internal stakeholders and working to align varied and often competing interests
- Ability to prioritise competing commitments, ensuring achievement of all deliverables and KPI's
- Demonstrated history of delivering high quality results on schedule and within budget
- Ability to weigh business and technical requirements to produce project plans and estimates
- Ability to work effectively in a fast-paced, high energy, team-orientated environment
- Excellent report writing skills with the ability to explain complex matters in a simplified format

Desirable Skills & Abilities

- Demonstrated Project Management experience with teams of various size
- Experience of reporting to a diverse Senior Management Team

<ul style="list-style-type: none"> ▪ Ability to develop and review policies and procedures relevant to the role ▪ Flexible and ability to adapt and change as the role evolves ▪ Excellent communication skills, both written and verbal ▪ Ability to lead and motivate staff ▪ 	
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Essential Experience	Desired Experience
<ul style="list-style-type: none"> ▪ 3 years' experience in successful delivery of CRM Projects ▪ Clear understanding of risks and challenges associated with project delivery, in addition to an excellent understanding of recognised project management methodology ▪ Demonstrated project leadership skills, with direct responsibility for managing teams, budgets and schedules ▪ Experience of working on own initiative 	<ul style="list-style-type: none"> ▪ Experience in small, medium and enterprise Salesforce solutions ▪ Qualification in Project Management i.e. Prince2, Agile

Salesforce Project Leader - Job Description

This job description indicates the main functions and responsibilities of the post and is subject to review and amendment in light of changing circumstances and may include other duties and responsibilities as may be determined from time to time by the Senior Management Team or CEO. The postholder will be given as much notice of such changes as possible. It is CoAction's policy to review job descriptions on a regular basis.

Reporting to: Financial Controller

Base: Bantry. The successful candidate will have responsibility for the configuration, development and integration of an integrated IT Strategy within CoAction addressing all issues as identified by previous gap analysis

Overall Purpose of Position

The post holder will be responsible for the implementation of Salesforce, with autonomy for ensuring that CoAction are adhering to best practice whilst also getting the most out of the service as a platform within CoAction.

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Main Responsibilities

- Lead on the full project management life-cycle for the development, implementation and integration for Salesforce
- Full autonomy for the leading out on the discovery phase - with accountability for understanding and strategizing the vision and programme tools
- Identify where the key pain points exist in Salesforce and align initiatives and solutions to remedy same in an efficient manner
- Accountable for the building, designing, development and integration of the new platform

- Produce all necessary documentation and reports throughout the process, inclusive of plans and projected timescales
- Continuously manage stakeholder expectations in systems delivery
- Train users on new developments and production of training guides for reference
- Positively manage all challenges faced during the project
- Ensure stakeholder expectations are managed appropriately, including weekly reaping and project status reports
- Ensure issues and risks are identified, proactively managed and reported as required
- Redesign or improve Salesforce processes of key objectives to ensure that CoAction are following best practice and utilising Salesforce in the most efficient way possible

Strategic

- Support and assist in the definition of the vision and strategy for outperform Salesforce Instance and external facing applications to ensure long time organisational goals are achieved, whilst advising how best to achieve this
- Lead on exploring technologies which can support the organisations mission, while being pragmatic and understanding potential challenges

Security & Best Practice

- Ensure that applications delivered are secure and comply with Data Protection Laws (GDPR 2018)

Administration

- Comply with all policies and procedures of the organisations and any policies that may be introduced in the future
- Fulfil other duties commensurate with the position