

Job Title: Senior Salesforce Administrator

OM Soft is seeking an experienced Senior Salesforce Administrator to join our Business Systems and CRM team. This role is critical to ensuring the stability, scalability, and continuous improvement of our Salesforce platform, which supports key business processes and customer engagement across the organisation. The Salesforce team is responsible for configuring, optimising, and governing the Salesforce ecosystem, leveraging modern platform features to deliver efficient, secure, and user-friendly solutions.

Roles and Responsibilities:

- Serve as the subject matter expert for the Salesforce platform, including administration, configuration, and optimisation.
- Oversee all aspects of user and license management, including new user setup/deactivation, roles, profiles, permissions, and public groups,
- Configure and maintain Salesforce features such as Flows, validation rules, page layouts, custom objects, reports, and dashboards.
- Manage user access, profiles, permission sets, roles, and security controls.
- Implement and maintain automation using Salesforce Flow and best-practice declarative tools.
- Refresh the sandbox(es). Coordinate the timing of these updates with the work of any developers who are using the sandbox.
- Run Data Loader to pull out the custom settings data and compare it to the corresponding files from the previous month. Annotate any changed records by editing the changed ones in the production system.
- Dealing with SSO, two-factor authentication, and certificate problems.
- Collaborate with business stakeholders to gather requirements, translate them into scalable Salesforce solutions, and provide ongoing support.
- Manage Salesforce releases, sandbox environments, deployments, and change management.
- Transfer record ownership due to changes in job responsibility or territory coverage (Mainly bulk transfers using Data Loader)
- Monitor system performance, data integrity, and user adoption.
- Ensure data quality through validation, deduplication, and governance practices.
- Integrate Salesforce with third-party systems and internal applications.
- Support compliance with security, data protection, and regulatory standards.
- Provide training, documentation, and guidance to users and junior administrators.
- Work closely with developers, architects, and external partners where required.

Skills and Experience Required:

- Extensive hands-on experience as a Salesforce Administrator in a senior or lead role.
- Strong knowledge of Salesforce core clouds, such as Sales Cloud, Service Cloud, and Experience Cloud.
- Expertise in Salesforce Flow, automation, and declarative configuration.
- Experience managing users, security models, profiles, and permission sets.
- Strong understanding of Salesforce data model, reporting, and dashboarding.
- Experience with Salesforce integrations, APIs, and third-party tools.
- Familiarity with Salesforce release management, sandboxes, and deployment tools.
- Knowledge of Salesforce security best practices, data protection, and compliance.
- Experience working in Agile / Scrum environments.
- Salesforce certifications such as Salesforce Certified Administrator or Advanced Administrator (preferred).
- Excellent analytical, problem-solving, and communication skills.

Education Requirements:

- Bachelor's degree (S/NQF6 or above) in Computer Science, Information Systems, Business Administration, or a related discipline, or equivalent experience.



Other Details:

- **Salary:** Competitive Salary offered.
- **Working Hours:** 37.5 hours per week (Monday to Friday)
- **Location:** Elstree WD6 3SY, Hertfordshire, United Kingdom