



# Job description

## Salesforce Business Analyst

20-October-2020

### Company context

#### INTO's mission:

***Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.***

Across the world, there is increasing demand for top quality higher education, with more and more students demanding access to provision beyond their home country. INTO partners with universities in three continents to address this global demand and help transform their international capacity and performance. Since 2006, we have successfully launched partnerships with 22 universities in Europe, North America and Asia. We have enrolled over 67,000 students from 166 countries and now have about 1700 employees, based round the world.

Our website <http://www.intoglobal.com/> has details of how we are organised and our outstanding achievements so far.

### Role context

This role is designed to support Salesforce.com projects to support organisational growth.

### Reporting line

The role reports to the VP Core Business Systems.

### Job purpose

The Salesforce Business Analyst will identify requirements and develop epics for specific projects.

### Key accountabilities and duties

A business analyst with experience in working to identify, document, and collaborate with development and business teams to ensure implementation of requirements in Salesforce.com system.

Specific roles and responsibilities:

**IUP 2 LLP**  
ONE GLOUCESTER PLACE  
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BN1 4AA, UK

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- Plan meetings, develop, and document efficient business requirements
- Apply Salesforce experience to requirement gathering and development conversations
- Configuring and testing business systems
- Generating reports based on findings
- Apply proven communication, analytical, and problem-solving skills
- Develop requirements to extend INTO's CRM system

**The job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request. We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.**

## **Location**

The post is home based for the current situation, with the option to work in Brighton office when that becomes available. Travel within the UK and abroad may be necessary and flexibility is required to meet the demands of the post, including occasional weekend working. The post holder may be reasonably required to work from any INTO or partner location at any time.

## **Safeguarding**

As part of our safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.

**This role may meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. If so, all applicants who are offered employment will be subject to a Disclosure and Barring Service check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.**

Please see the next page for person specification...

## Person specification

	Essential	Desirable
<b>Legal status</b>	<ul style="list-style-type: none"><li>• Able to work in UK</li></ul>	
<b>Education/ qualifications</b>		<ul style="list-style-type: none"><li>• Salesforce.com certifications (ADM201/301, etc.)</li></ul>
<b>Experience/skills</b>	<ul style="list-style-type: none"><li>• 3+ years with strong functional experience with salesforce.com</li><li>• Proficient working in a collaborative, fast-paced team environment</li><li>• Ability to correct problems</li></ul>	