

**Application  
Pack**

**Salesforce  
Administrator  
in Training**



**Wyc|iffe  
Bib|e  
Trans|ators**

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## Introduction from James Poole, Executive Director

The past year has been a difficult year throughout the world. The Covid-19 pandemic has seen so many plans changed and lives disrupted.

Yet God continues to be at work through your generosity and your prayers. At Wycliffe we have seen this first hand as the urgent and vital work of getting the Bible into people's languages has progressed – despite the pandemic.

- More people have more of the Bible in their language than ever before
- The complete Bible has now been translated into over 700 languages
- Over 2,700 translation projects are currently in progress around the world.

As we look to the future it is even more exciting to think of the progress that the next 10–15 years could bring. The time is in sight when 99% of people will have the New Testament and 95% will have the complete Bible in their language. Through joining Wycliffe's staff team you could help make a significant difference in the lives of so many people, churches, and communities around the world.



James Poole  
Executive Director  
Wycliffe Bible Translators



## About Wycliffe Bible Translators

We believe that the Bible is the inspired word of God and that it should be available to all people everywhere, speaking all languages. Today, however, there are still 1.5 billion people without a Bible in their own language. Wycliffe in the UK was founded in 1953 to respond to this need. Since then huge progress has been made, and more people than ever before can know God in their language. Even so, over 167 million people alive today still don't have any Scripture in their mother tongue, not even a single verse.



We are part of the Wycliffe Global Alliance, a diverse community of over 100 organisations involved in about three-quarters of Bible translation projects going on today. In the UK we are the main organisation focusing on translating God's word for language communities that are still waiting, and one of the largest people-sending mission organisations.

A fundamental part of our work involves promoting the ministry to churches and enabling individuals to become involved in translation projects and support roles by serving overseas, as well as supporting independent Bible translation programmes run by local people and organisations in different countries.

Our vision is to enable all peoples to engage with the Bible in a language that speaks to their heart. We believe this is one of the most strategic challenges in world mission today.

*'If it were necessary to find a single turning point symbolising the movement of Christianity from the North to the South, a good candidate might be the founding of Wycliffe Bible Translators... This organisation has been the most visible promoter of Bible translation in the twentieth century. The translation of the Scriptures, in turn, may be the most enduringly significant feature of the global expansion of Christianity...'*

(Turning Points: Decisive Moments in the History of Christianity, Mark A. Noll, Baker Academic, 2000)

You can learn more about Wycliffe by exploring our website [wycliffe.org.uk](http://wycliffe.org.uk).

## **Wycliffe people**

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Our staff team is approximately 60 people, consisting of members, employees, and volunteers. We have regional offices in Oxford, Belfast, Edinburgh, and Bridgend (near Cardiff), though the majority of our staff team spend most of their time working from home. We describe ourselves as a celebratory, prayerful, professional and serving people, united in our love of God’s word and our desire to see it reach everyone. We love to celebrate the small and large results of hard work and prayer both overseas and closer to home. We meet for prayer every day at 11:00am for 20–30 minutes and don’t hesitate to stop and pray together if a need is brought to our attention. We desire, to be professional in all that we do, from our people care and development, to bringing our systems and processes up-to-date and being exemplary stewards of God’s resources. We seek to serve one another with humility and passion and are quick to ‘roll up our sleeves’ to help one another when a deadline looms.

We are passionate about our people, whether employees, members, or volunteers, and desire to see everyone flourish in doing what they are gifted to do and in being whom God created them to be.

Under James’ leadership, there is an appetite for change and for taking a step up to be a new and more effective organisation. And there is an excitement about the future and what we might achieve together as significant fresh investment in the organisation takes place in the expectation of future growth.

## **Members assigned to partner organisations**

There are over 300 members in active service with Wycliffe UK & Ireland, including some who are assigned to the UK staff team.

Our members make up the majority of people serving with Wycliffe. These are people sent by their churches, and supported financially and in prayer by those churches and individual supporters. Typically, after a period of initial training in the UK, they are assigned to a partner organisation and relocate overseas. There they serve local communities by providing training, mentoring, and consultancy, in specialist areas such as linguistics, literacy, and Scripture engagement – whatever is needed to enable community transformation through God’s word. Other members serve with professional skills such as in finance, IT, and management roles, including in the senior leadership of our main partner organisations.

Many members serve with us for long periods, often exceeding 30 years. Increasingly, long term members return home and continue their work from a UK base, making the most of the opportunities afforded by Skype, Zoom and email, and making regular trips overseas.

The day-to-day management and care of members assigned to partner organisations is not provided by Wycliffe. Rather, those organisations, most often SIL International (our key strategic partner), take responsibility for their care and oversight. This keeps local leadership at the appropriate level. But Wycliffe retains overall responsibility and works closely with partners to ensure good outcomes.

## **The role of Salesforce Administrator in Training**

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### **Aims of the role**

The Salesforce Administrator in Training will be a curious and disciplined individual, able to communicate data effectively to non-technical people.

You will be the Supporter Relations team's go-to person for the Salesforce database which we use to process donations, report on trends, and communicate effectively with Wycliffe supporters.

You will be given full Salesforce training so that you can reach the level of a Salesforce Certified Administrator within 18 months.

### **Key tasks**

Working as part of the Supporter Relations team, and adhering to all departmental procedures, the Salesforce Administrator in Training will:

- Producing data to ensure our mailings go to the right people on time
  - Liaising with internal stakeholders and external mailing houses
  - Segmenting the data so that individuals receive the messages most relevant to them
  - In compliance with GDPR and PECR
- Communicating data to inform decision making
  - Generating easy-to-read reports and dashboards that tell a clear story, that show progress against KPIs, and can be used to identify trends
  - Understanding and delivering the reports that internal stakeholders need in order to achieve success for the organisation
  - Informing strategy at the highest level of the organisation through delivering reports for the Board of Trustees
  - Identify and prioritise areas of focus for reporting
  - Using Google and Facebook analytics to produce reports and identify trends
- Training and upskilling Salesforce Champions
  - Training new and existing Salesforce users, but focussing efforts on the Champions within Wycliffe, so that teams can achieve their goals without dependence on your capacity
  - Creating workflows and processes that help anyone to use Salesforce for what they need

- Develop Salesforce on an ongoing basis to meet the changing needs of the organisation
  - Seeking to identify and solve felt needs by:
    - Creating user stories
    - Developing, delegating or outsourcing solutions within Salesforce with the support of the IT team and external consultants
    - Overseeing testing
    - Successfully deploying live solutions
  - Identifying areas where Salesforce and its associated processes can be more efficient and less complex, constantly improving its reputation within the organisation
  - Ensuring high levels of data quality
  - Investing in your own development

## **Skills and experience**

### **Essential**

- Someone who is curious
- A high level of focus and discipline
- Self-starter and a keen learner
- An aptitude for managing data as evidenced by a high level of comfort working with MS Excel/Google sheets
- Able to communicate data through charts and reports
- Able to articulate complex or technical information to non-technical people both verbally and in writing
- Attention to detail, placing an importance on accuracy
- Strong organisational skills
- Analytical and problem solving skills
- Able to prioritise workload and manage multiple deadlines
- Desire to improve processes and pursue clarity
- Adaptable and able to learn new skills

### **Desirable**

- Experience of managing a CRM
- Experience working with databases
- An active Trailhead account with badges and points
- Networking skills, so as to identify peers in other organisations for mutual learning

## **Other requirements**

It is an Occupational Requirement that the post holder be a committed evangelical Christian who assents to Wycliffe's Statement of Faith.

Applicants must be able to prove that they have the legal right to work in the UK.

### **Further information**

**Reporting to:** Director for Supporters but liaising with Individual Giving, Key Relationships, Church Relations, Communications, Supporter Care, IT teams.

**Location:** Work from anywhere, but within a two hours' time zone difference from the UK.

Must be able to travel to Oxford once a month for all staff gatherings.

### **Annual leave**

Full-time employees are entitled to 33 days of annual leave, to include bank holidays and the office closure at Christmas.

### **Salary**

£23k-£26k, rising to £31k on achievement of performance objectives and Salesforce Certified Administrator status within 12-18 months.

### **Working hours**

We are proud of our flexible working record and creatively consider all requests wherever possible, supporting where the request is role-appropriate.

This position is full-time (37.5 hours per week) The office is open from 8am to 6pm and core business hours, when you are normally expected to be working, are from 9:30am to 4pm. You are entitled to a one-hour lunch break.

### **Terms of appointment**

The appointment will be a permanent role and include a probationary period of three months. You are expected to achieve the level of Salesforce Certified Administrator within 12-18 months. Full funding and appropriate time within work hours is provided for this.

### **How to apply**

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**Closing date for applications is Tuesday 4<sup>th</sup> May 2021**

Interviews will take place on Tuesday 11<sup>th</sup> May 2021 in Oxford.

To apply, email the Resourcing Team at [resourcing@wycliffe.org.uk](mailto:resourcing@wycliffe.org.uk) with your CV, application form, and a covering letter of no more than two pages in total, summarising your reasons for applying and explaining your ability to fulfil the Aims of the role and meet the Person specification.

If you would like to have an informal chat about the role please contact the Resourcing Team.

All applicants must be committed to the aims and values of Wycliffe Bible Translators.

This post is subject to an Occupational Requirement that the post holder is a committed evangelical Christian under Part 1 of the Equality Act 2010.

## Appendix 1: Wycliffe's Statement of Faith

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Wycliffe Bible Translators UK & Ireland is a Christian organisation and as such is looking for compatibility with the Christian faith and Christian standards of conduct in those who work with us.

1. We believe the Bible, the inspired Word of God, is completely trustworthy, speaking with supreme authority in all matters of belief and practice.
2. We believe in one God, who exists eternally in three persons, the Father, the Son, and the Holy Spirit.
3. We believe all people, being created in the image of God, have intrinsic value, but as a result of sin are alienated from God and each other, and therefore in need of reconciliation.
4. We believe that Jesus Christ, the Son of God, born of the virgin Mary, is fully God and fully human; he demonstrated God's love for sinners by suffering the penalty of death in their place, rose bodily from the dead and ascended to heaven where he intercedes for his people.
5. We believe all who repent and trust in Jesus Christ alone as Lord and Saviour are, by the grace of God, declared to be right with him, receiving forgiveness and eternal life.
6. We believe the Lord Jesus Christ will return personally in glory, raise the dead, and judge the world.
7. We believe all people will rise from the dead, those who are in Christ to enjoy eternal life with God, and those who are lost to suffer eternal separation from him.
8. We believe in the Holy Spirit who imparts new life to those who believe in Christ; through his indwelling presence and transforming power he gives assurance and equips believers for holy living and effective service.
9. We believe the Church is the body of Christ, the fellowship of all believers, and is commissioned to make disciples of all nations.