

Job Title: Senior Business & Technology Analyst – Salesforce Specialist

Location: Remote

Reports to: Senior Foundation Manager/ Hatch Lead

About the KFC Youth Foundation

The KFC Youth Foundation is dedicated to empowering young people to thrive. We support grassroots organizations and initiatives that unlock potential and create opportunities. Following the recent implementation of Salesforce NPSP, we are entering an exciting phase of digital transformation to measure our impact, enhance our operational efficiency and be well placed to scale our mission.

Role Overview

With Salesforce NPSP already implemented we are seeking a seasoned Senior Business & Technology Analyst, who can hit the ground running, to lead the post-implementation phase of our Salesforce CRM. This role will focus on user onboarding, process alignment, data integrity, and early-stage optimization. You will play a key role in ensuring the system is embedded effectively across the organization and delivers on its strategic potential.

Key Responsibilities

Salesforce Post-Implementation Support

- Lead the stabilization and early optimization of the newly implemented Salesforce NPSP.
- Work closely with internal teams to ensure smooth adoption and integration into daily operations.
- Identify and resolve early-stage issues, bugs, and user experience challenges.

Business Analysis & Process Alignment

- Map existing business processes to Salesforce workflows and recommend improvements.
- Develop dashboards and reports to support data-driven decision-making.
- Collaborate with stakeholders to refine requirements and prioritize enhancements.
- Document use cases, user stories, and process flows to guide future development.
- Strategic roadmap development of how Salesforce can evolve over the next 12-18 months to support Foundation goals.

Monitoring & Evaluation (M&E) Integration

- Build and configure relevant fields within Salesforce to support the capture and analysis of M&E data across youth programs.
- Design and implement JotForms to facilitate structured data collection from partners and stakeholders.
- Ensure seamless integration of JotForm submissions into Salesforce records.
- Develop a communications and engagement plan for stakeholders to share insights on the benefits and impact of the CRM implementation.

Training & Change Management

- Develop and deliver tailored training programs for employees and partners.
- Create user-friendly guides, onboarding materials, and support documentation for employees and partners.
- Act as a liaison between the Salesforce system and non-technical users; driving engagement and confidence in the new system.

Governance & Data Integrity

- Ensure data quality, consistency, security and compliance with internal policies and external regulations.
- Manage user roles, permissions, and access controls.
- Support audits and impact reporting through reliable data management.
- Set up dashboards and reports to support fundraising, program delivery, and impact tracking.
- Establish protocols for data entry, access and maintenance.

Qualifications & Experience

- Minimum 5 years of experience in business analysis or technology strategy, with recent hands-on experience in Salesforce NPSP implementation or post-launch support.
- Proven success in post-implementation support and optimization.
- Strong understanding of nonprofit operations, fundraising, and impact measurement.

Skills and competencies

- Personal effectiveness: self-motivated with a strong sense of purpose and drive for achievement.
- Emotional Intelligence: able to work with clarity, openness and emotional intelligence, with the highest levels of personal integrity and honesty.
- Communication: articulates ideas and expectations clearly, and proactively fostering a shared understanding among team members and stakeholders. Listens attentively to others, valuing diverse perspectives, and fosters a culture of open communication.
- Collaboration: Able to forge and nurture partnerships and collaborative relationships with a range of organisations and stakeholders.
- Problem Solving and Decision Making: Applies critical thinking and analytical skills to identify and solve complex problems, driving innovation and continuous improvement. Makes well-informed decisions aligned with the organisation's long-term goals and objectives.
- Strategic management: Able to prepare a strategic vision and be skilled in implementation including getting buy in from key stakeholders. Utilises data and metrics to inform and justify strategic choices.
- Change management: Ability to lead and implement change initiatives within complex organisational settings. Demonstrates the ability to inspire and guide teams through change whilst remaining flexible and agile to allow for the dynamic nature of change.
- Entrepreneurial: Ability to be creative, bring fresh thinking and fostering a culture of ambition and innovation.

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