



# Salesforce (CRM) Product Owner

Hybrid (two days per week onsite), Park End Street and Hayes House, Oxford  
Grade 8: £48,235 - £57,255 per annum including the Oxford University Weighting of £1,500 per annum

Fixed-term (two years), full time (37.5 hours per week)

Saïd Business School, University of Oxford

Vacancy reference: 178418





## The role

We are seeking a highly skilled and experienced Salesforce Product Owner to join our dynamic School. The successful candidate will play a critical role in managing the continued development and adoption of our Salesforce platform to support the School's strategic goals, enhance user experience, and drive operational efficiency. This is an exciting opportunity to work at the intersection of education and technology, contributing to the School's growth and digital transformation initiatives.

The Salesforce Product Owner will be responsible for the development and delivery of the School's Salesforce strategy, ensuring that the School extracts maximum value from its investment in the platform which currently uses Service Cloud with Education Data Architecture, Marketing Cloud and Experience Cloud. The role will act as the link between the business and the development teams and will work closely with stakeholders at all levels. The post holder will need to gain an in-depth understanding of the processes and practices across all areas of the business, translating this into requirements and managing the backlog prioritisation and delivery.

As a leader and subject matter expert within the School, the post-holder will work closely with the CIO, the Director of Strategic Programmes & BI, and other department directors to support and deliver innovative solutions that support the School's strategic goals.

## Responsibilities

### Product strategy and vision

- Responsible for developing the product vision for all products within the School's Salesforce ecosystem and for defining, articulating and communicating an effective and coherent product strategy for Salesforce to deliver on the product vision, developed in collaboration with IRB, IT and SPBI and other department heads
- Responsible for Salesforce products, solutions and features developed and deployed to support the school's business needs ensuring alignment with the School's strategic and organisational goals
- Stay current with and leverage updates in Salesforce products and technology, and industry best practice and trends, ensuring we make the most of opportunities to innovate and improve
- Ensure alignment with the School's IT strategy and the wider digital transformation work at the Business School and within the wider University
- Using available data, present to senior stakeholders and sponsors with recommendations for development, presenting clearly where results can realise the most value for the business, customers and users, and help drive the School's growth agenda

### Discovery and delivery roadmap

- Develop and maintain the product roadmap
- Draft and prioritise user stories, leading requirements meetings, and collaboratively participating in estimation meetings and sprint planning meetings. Ensure user stories are well defined and ready for development.
- Business requirements gathering: Collaboration and engagement with stakeholders and product team to gather



requirements and set acceptance criteria, refining requirements and working with product development teams and our Technical Architect to devise appropriate solutions

- Backlog management and prioritization: continuous creation, prioritisation and refining of product backlog from across the user base to align with business priorities and the product roadmap
- Work within an Agile framework to deliver product features and collaborate with the Scrum Master and development team to ensure timely delivery
- Assist with business analysis activities where required including identifying opportunities for process improvements
- Participate in functional and acceptance testing to advocate for the platform users interests, and ensure that delivered features meet the acceptance criteria and fulfil user requirements
- Working with IT Product development, our Salesforce Administrator and the Salesforce support teams to maximise value from solutions through reuse of existing functionality, and collaborating on cross-platform projects and delivery
- Building the relationship with our Salesforce delivery partner and Salesforce, utilising the technical expertise available to us for the benefit of the organisation.
- Ensuring solutions are developed for scalability and, working with the Central Data Team, consider the data journey at all points of development
- Champion user centric design and ensure accessibility standards are designed-in

### Adoption and performance monitoring

- Use data, feedback and research to improve the customer and user experience and

develop a strategic plan for salesforce adoption and training

- In collaboration with the Salesforce Administrator, develop and deliver training programs to empower users with the knowledge and skills to leverage Salesforce effectively, ensuring end-users have familiarity with Salesforce features and best practices.
- Establish KPIs to measure adoption, user satisfaction and training effectiveness
- Assist in keeping documentation and training resources up to date
- Run feedback sessions with users and feed back into continuous improvement cycles and requirements gathering

### Additional responsibilities

- Represent the School in industry events, advocating our technology and its value proposition
- Provide thought leadership and bring best-in-class product development practices across multiple teams, being a change agent within the School



## Selection criteria

### Essential selection criteria

- Educational Background: Bachelor's degree in Computer Science, Information Technology, Business Administration, or a related field or equivalent professional experience. A Master's degree or professional certifications in Salesforce (e.g., Salesforce Certified Administrator) is a plus.
- Experience: Proven experience as a product owner, preferably with Salesforce.
- Analytical Skills: Ability to analyze complex business requirements and translate them into effective solutions. Strong problem-solving skills and attention to detail.
- Communication Skills: Excellent communication and interpersonal skills, with the ability to present technical concepts to non-technical stakeholders. Experience in change management and user adoption strategies.
- Customer Focus: Strong focus on delivering value to customers and expert stakeholder management skills in complex environments with competing priorities.
- Self-directed strategic thinker with the capacity to problem-solve complex issues, take initiative, set priorities, and exercise good judgment in an organised and professional manner
- Project Management: Demonstrated experience in leading projects, managing timelines, and coordinating multiple stakeholders using Agile methodologies.

### Desirable selection criteria

- Experience in an academic or similar environment is highly desirable.
- Technical Skills: Proficiency in Salesforce administration, including configuration, customization, and integration with third-party

applications. Strong understanding of Salesforce data model, security, and automation features.

## Pre-employment screening

### Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at <https://www.jobs.ox.ac.uk/pre-employment-checks>.





## About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford. For more information, please visit [www.ox.ac.uk/about/organisation](http://www.ox.ac.uk/about/organisation).

## Saïd Business School

Saïd Business School blends the best of new and old. We are a vibrant and innovative business School, but yet deeply embedded in an 800 year old world-class university. We create programmes and ideas that have global impact. We educate people for successful business careers, and as a community seek to tackle world-scale problems.

We deliver cutting-edge programmes, including the highly regarded MBA, Executive MBA, a number of specialist MScs, a portfolio of custom

and open programmes and accredited diplomas for executives, and we undertake ground-breaking research that transform individuals, organisations, business practice and society. We are an international and outward looking School with our programme participants coming from more than 50 countries.

We seek to be a world-class business School community, embedded in a world-class University, tackling world-scale problems.

## Sustainability

Saïd Business School is committed to the highest standards of environmental sustainability, preserving the planet for future generations and acting in a socially sustainable manner. As an employee you are expected to uphold these commitments in accordance with our Environmental Policy. You can learn more about our organisation's sustainability efforts at:

<https://www.sbs.ox.ac.uk/about-us/School/sustainability>.

## Diversity and Inclusion

Oxford Saïd is committed to fostering an inclusive culture which promotes equality, values diversity and maintains a working, learning and social environment in which the rights and dignity of all its staff and students are respected. We recognise that the broad range of experiences that a diverse staff and student body brings strengthens our research and enhances our teaching, and that in order for Oxford to remain a world-leading institution we must continue to provide a diverse, inclusive, fair and open environment that allows everyone to grow and flourish.

Oxford Saïd holds a bronze Athena Swan award to recognise advancement of gender equality: representation, progression and success for all.



## Our Values

To better understand our Values, what behaviours demonstrate them and how they are involved in your everyday work we have created the below descriptors.

### Transformational

We challenge constructively, provoke thought, and influence and inspire others to develop.

### Respectful

We are caring, supportive, appreciative, embrace difference and value each other's opinions.

### Entrepreneurial

We embrace and encourage change and innovation. We are creative, flexible and brave.

### Collaborative

We are stronger together. We are inclusive, approachable, listen to others and value good communication.

### Purposeful

We are a community who believe in sustainable growth, and are responsible, principled and transparent.

### Excellence

We are professional, focused and aligned, and have a responsibility to do the very best we can.

## Wellbeing

Saïd Business School acknowledge the importance of wellbeing, in enabling people to thrive at work and ensure a work-life balance. It provides a number of initiatives to help support wellbeing and would encourage you to participate. At an individual level, wellbeing means recognising what helps us remain resilient and taking appropriate steps. If we experience difficulties, doing our best to rectify them and making our line manager aware of aspects that they could support us with.

Further information about Saïd Business School is available at [www.sbs.oxford.edu](http://www.sbs.oxford.edu).

## Social Sciences

Oxford Saïd is a department within the Social Sciences Division, one of four academic Divisions in the University, each with considerable devolved budgetary and financial authority; and responsibility for providing a broad strategic focus across its constituent disciplines.

The Social Sciences Division represents the largest grouping of social sciences in the UK: home to a number of outstanding departments and to the internationally ranked Law Faculty; all are committed to research to develop a greater understanding of all aspects of society, from the impact of political, legal and economic systems on social and economic welfare to human rights and security. That research is disseminated through innovative graduate programmes and enhances undergraduate courses. For more information please visit <https://www.socsci.ox.ac.uk>.





## How to apply

Applications are made through our e-recruitment system and you will find all the information you need about how to apply on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education or during career breaks (such as time out to care for dependants).

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

If you currently work for the University please note that:

- As part of the referencing process, we will contact your current department to confirm basic employment details including reason for leaving.
- Although employees may hold multiple part-time posts, they may not hold more than the equivalent of a full time post. If you are offered this post, and accepting it would take you over the equivalent of full-time hours, you will be expected to resign from, or reduce hours in, your other posts(s) before starting work in the new post.

## If you need help

Application FAQs, including technical troubleshooting advice is available at <https://staff.web.ox.ac.uk/recruitment-support-faqs>.

Non-technical questions about this job should be addressed to [HR.Recruitment@sbs.ox.ac.uk](mailto:HR.Recruitment@sbs.ox.ac.uk).

To return to the online application at any stage, please go to [www.recruit.ox.ac.uk](http://www.recruit.ox.ac.uk).

Please note that you will receive an automated email from our e-recruitment system to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.



## Important information for candidates

### Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>.

The University's Policy on Data Protection is available at <https://compliance.admin.ox.ac.uk/data-protection-policy>.

### The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees, any employment beyond the retirement age is subject to approval through the procedures <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

## Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.





## Oxford Saïd Exclusive Benefits

### Wellbeing initiatives

Oxford Saïd runs an annual Wellbeing Day for all staff. In addition to this, there is yoga, healthy food deliveries, health MOTs and a range of other ad hoc programmes. Our excellent catering facilities provide a high standard of food, including healthy eating and vegetarian options at a subsidised cost.

### Staff Summer and Christmas parties

Oxford Saïd like to reward all of their staff for their great work and their Christmas and Summer parties are our way of saying thank you. The Christmas party is for all staff and the summer party is for staff and their immediate family members, because we know how important family is to all of us.

### Employee Assistance provider

Validium is an employee assistance and wellbeing consultancy that works in partnership with the Business School to provide staff and their immediate family with a free 24-hour per day helpline providing confidential information and counselling services on personal issues.

## University of Oxford Benefits

### Annual leave

38 days (inc. public holidays). Long service additional annual leave – up to 5 days per annum, pro rata for part time employees. Previous service within higher education sector can be recognised. An additional scheme enables staff to request to purchase up to 10 additional days in each holiday year.

### Salary and salary sacrifice schemes

The University salary and grading structure allows for annual incremental progression until a scale-bar point is reached. This incremental progression is automatic. Additionally, there are salary sacrifice schemes for bicycles and electric cars. See <https://hr.admin.ox.ac.uk/staff-benefits>.

### Pension

If you are on an academic or academic related pay scale (grade 6 or above), you are automatically a member of USS. Employer contribution is 14.5% and Employee contribution is 6.1%.

If you are on a pay scale other than academic or academic related (grade 1-5) you are automatically a member of OSPS. Employee contribution can be between 4%- 8% and Employer contribution 6%-10%.

### University discounts

All University staff can purchase a NUS Extra discount card for £12 for 12 months (£22 for 2 years, £32 for 3 years) which gives access to numerous exclusive offers and discounts from many popular retailers. There are a wide range of other discounts from external companies available using a university card.

### University Club

Membership of the University Club is free for all University staff. The University Club offers social, sporting and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room and swimming pool. See [www.club.ox.ac.uk](http://www.club.ox.ac.uk) and <https://www.sport.ox.ac.uk/>.

### Access to Oxford buildings

Free access to a number of Oxford colleges, Botanic Gardens, Harcourt Arboretum, Wytham Woods and discount at numerous restaurants/shops.





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All information is correct at the time of going to press.

Please check our website for the most up-to-date information.

Saïd Business School, University of Oxford