

# Job Advertisement

<b>Job title:</b>	Business Systems Administrator
<b>Department:</b>	Corporate Services
<b>Reporting to:</b>	National Business Systems Manager
<b>Salary:</b>	€ 33,246 - € 44,133
<b>Hours:</b>	Full-Time
<b>Location:</b>	Dublin

## Role overview

Peter McVerry Trust is a national housing and homeless charity committed to reducing homelessness and the harm caused by substance misuse and social disadvantage.

The role of Business Systems Administrator is an essential part of the Corporate Services team, which is committed to maintaining robust and secure data systems that support our operations and strategic goals. You will be responsible for overseeing various administrative and support functions, working closely with different departments to enhance efficiency and effectiveness.

## Responsibilities

### Key Duties:

Peter McVerry Trust optimise their operations through the CRM platform Salesforce. It is the responsibility of the Business System Administrator to create and maintain a responsive and dynamic platform that operates bilaterally, ensuring that data management is robust and can support the complex internal and external reporting needs of senior management while also operating to support frontline staff to better manage the needs of their participants on a day to day basis.

### Job Objectives:

- Serve as an administrator for the PMVT CRM System
- Manage the CRM application including ongoing requests and administrative needs of staff by providing prompt and complete resolution to technical challenges and issues through troubleshooting
- Work alongside the National Business Systems Manager to build on new effective ways to collect data to meet the KPI's of the different teams in the organisation.
- Maintain the user interface, product configurator rules and update fields as required
- Perform database maintenance tasks and ensure data integrity standards are upheld

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- Complete regular internal system audits and updates
- Document all CRM processes and workflows
- Design, build, test and deploy enhancements to Salesforce custom objects
- Provide reports and statistics as requested.
- Provide training to staff along with training documentation and instructional videos.
- Review new release notes and technologies that would benefit staff
- Positively influence staff to work with best practice and supporting them to develop an understanding that Salesforce supports them in doing their work

The Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time, and to contribute to the development of the post while in office.

### Experience required

#### Qualifications:

- Have a minimum of two years' experience in a relevant post
- Second level education and above
- Must have the requisite knowledge and ability including a high standard of suitability, and professionalism, for the proper fulfilment of the duties of this role

#### Skills:

- Strong organisational and administrative skills, with high level of attention to detail and accuracy
- Creative and analytical thinker with the ability to analyse and solve complex problems
- Strong project management and documentation skills
- Excellent communication skills – oral, aural and written
- Comfortable working in a fast paced environment with constant changes
- Willingness to work to task completion and manage multiple competing tasks while ensuring timely delivery of projects
- Ability to work both independently and as part of a team
- Discretion handling confidential information
- Provide reports and statistics as requested.

#### Experience:

- Experience with CRM System Salesforce is preferred

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## Benefits

- 23 annual leave days
- EAP Programme
- Cycle to work scheme

## Other information

- Confidentiality: It is a condition of service that all information obtained during the course of employment, especially with regard to participants affairs is treated with the strictest confidence.
- Equal Opportunities: To implement Equal Opportunities into your daily practice at all times
- Health and Safety: To be responsible for your own health and safety and that of your Colleagues in accordance with relevant PMVT policies and procedures.
- Child Protection: Follow all child protection legislation, regulations, and guidelines including the PMVT Child Protection and Safeguarding Policy.

## How to apply

To apply, please download the application form available at [pmvtrust.ie/careers](https://pmvtrust.ie/careers) and return to [recruitment@pmvtrust.ie](mailto:recruitment@pmvtrust.ie).

**Closing Date for Applications:** Friday, 17th April 2026

Peter McVerry Trust is an Equal Opportunity Employer.

Registration Number 412953 | Charity Number CHY7256