



**Junior Salesforce Administrator
(Database Team)**

Thank you for your interest in the role of Junior Salesforce Administrator.

This pack tells you more about Kinship, how we work, and details of the role and the people you will be working with. It also gives information on how to apply.

Role details

Job title: Junior Salesforce Administrator

Responsible to: Database Manager

Duration: Permanent

Location: Home-based or hybrid office-based (Vauxhall).

Working Hours: Part-time, 31 hours per week.

Salary: £30,000 (out of London) or £33,323 (including London weighting) pro rata.

Direct reports: 0

Leave allocation: 30 days annual leave, plus bank holidays (1 April to 31 March) pro rata. We close for 3 days between Christmas and New Year, which will be deducted from your annual leave allowance.

About Kinship

We are Kinship. The leading kinship care charity in England and Wales. We're here for kinship carers – friends or family who step up to raise a child when their parents aren't able to.

We are made by and for our community of kinship carers. Like family, relationships run deep. And we hear their experiences; for too long they have been isolated without the help they need.

We support, advise and inform kinship carers. Connecting them so they feel empowered. Because a child needs the love and warmth of a thriving family.

We develop research, campaigns and policy solutions. Creating positive change across society. Because for kinship families, love alone is not enough.

Through our work we harness frustrations to fuel passion for change. And tough experiences to inspire ideas that transform lives.

And as we see momentum building, we keep using evidence to demonstrate the value of kinship care. Helping kinship carers navigate challenging circumstances. Believing in a child's potential.

Join us. Together, let's commit to change for kinship families.

About the role

We currently have 80 staff members using Salesforce daily. This role provides technical expertise to the CRM users and wider charity, while also carrying out vital audits, project support and administrative duties.

The role of Junior Salesforce Administrator works together with the rest of the team, managed by the Database Manager, to ensure users and projects are supported efficiently and that our Salesforce instance is effectively maintained and maximised.

Key responsibilities

- Responding to support tickets from internal stakeholders, performing analysis, information gathering, troubleshooting, and escalating while communicating through our support tickets system.
- Monitoring on-going processes and correcting/escalating any issues that occur.
- Managing data and keeping records accurate, up to date and consistent. Performing audits to identify irregularities across the system.
- Building Salesforce reports and dashboards for internal stakeholders.
- Create, edit, and maintain Salesforce list views, objects, fields, record types, page layouts, and users.
- Deliver and support with training and development of all users including their initial induction, as well as follow up training sessions and clinics.
- Assist with testing new enhancements and add-ons from Salesforce releases and custom internal enhancements.
- Create technical and functional documentation.
- Creating and connecting Form Assembly forms.
- Additional ad hoc tasks relating to the data management requirements of the platform.
- Comply with any monitoring, evaluation and reporting requirements as part of Kinship's internal processes, as well as any donor or local authority funding requirements for the services being delivered, including producing quarterly performance reports for local authorities, and other funders and stakeholders as required.
- Proactively use data and insight to develop our programmes and sharing with colleagues to contribute to changing the system for kinship carers.

Knowledge, abilities, skills and experience

Essential

The successful candidate will have:

- Experience of Salesforce Administration and the Nonprofit Success Pack
- Salesforce administration certificate ADM201
- A strong commitment to ensuring outcomes and impacts of services are evidenced through high quality data collection.
- The ability to work discreetly and effectively with confidential information; ensuring GDPR principles are observed throughout.
- Able to use own initiative and manage competing priorities.
- Excellent written and verbal communications and able to communicate technical information in a clear and simple way.
- Able to liaise with stakeholders at all levels.

Desirable

Desirable, but not essential, criteria include:

- Lived experience of kinship care.
- Experience of widely customised Salesforce systems.
- Excellent level of IT literacy and proficiency with Excel including Vlookups.
- Familiar with Salesforce configuration concepts such as Profiles, Sharing Rules, Flows, Validation Rules etc.
- Strong analytical thinking and problem-solving skills, coupled with outstanding attention to detail.
- You're a solution focussed team player with a positive, can-do mindset.

General attributes:

- Occasional travel for team meetings and supervision.
- Commitment to the values, aims and objectives of Kinship.
- Ability to apply Equity, Diversity and Inclusion Principles in all areas of work.
- Right to work in the UK.

Your main relationships will be with:

Internal

- Database Manager
- Senior Salesforce Administrator
- Programmes
- Advice
- Peer Support
- Training
- Policy and Communications

What it means to work at Kinship

Our vision:

A society in which kinship carers and the children they care for are recognised, valued and supported.

Our mission:

To ensure that kinship carers and the children they care for get the support and recognition they need.

"Knowing what you do helps kinship families that really need support. Staff at kinship are caring, passionate and positive. Colleagues are genuinely nice to work with and care about each other as well as the kinship families we support. We are always innovating to better support kinship carers."
(Staff member at Kinship)

We want to offer you the best place to work. Our people are really friendly and incredibly passionate about working alongside kinship carers.

We want you to feel proud to work here and if you join us, we'll do our best to make that happen.

Our Kinship values

Be bold

We fight for what's right with focus and determination

- Be driven by evidence and deliver quality
- Innovate bravely, fail fast and learn quickly
- Challenge constructively to move us forward



Be stronger together

We see the bigger picture of our work and value collaboration to drive impact

- Recognise and value the part everyone plays
- Bring different strengths and expertise together with purpose
- Ask whose voice and experience may be missing



Step up

We all take responsibility for changing lives and changing the system

- Actively seek and share knowledge
- Step in with ideas and solutions
- Ask for and give honest feedback



Put people first

We care about each other and create spaces where people feel they belong and can thrive

- Bring people together to share experiences and celebrate success
- Listen with curiosity not judgement
- Support with understanding and compassion



Equality, diversity and inclusion

Kinship is committed to championing equality, diversity and inclusion. We believe our work is greatly enhanced by the varied backgrounds, experiences and views represented within our teams. We aim to create inclusive teams, celebrate differences and encourage everyone to join us and be their true self at work.

We therefore encourage applications from anyone who fits our values, whatever their religion or belief, sex, gender identity, race, age, sexuality or disability and are actively seeking candidates that can bring real innovation and commitment to us.

Candidate application information

Please refer to the job description for this role to check that you meet the criteria in the "knowledge, skills and experience" section that are necessary for the job.

We will guarantee interviews to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate that they meet the essential skills and experience outlined in the job description.

Please tell us if there are any reasonable adjustments we can make to assist you in your application.

If you have a disability, which you would like us to take into account, please tell us about this when you apply. Please let us know if we can help and remember that you can request information in large print or in a different format.

How to apply

[Please apply for this role via Charity Job.](#)

Kinship reserves the right to close a recruitment campaign earlier than advertised where we have received sufficient applications.

Some tips for your application:

- Make sure you've read the job description and the essential requirements – make sure your answer reflects those points in the requirements very clearly.
- Really tell us why you want to work for Kinship. We're interested in working with people who share our values. You can read about our values above.
- Keep your response clear – use bullet points and short paragraphs if that helps. It will help the recruitment team to really focus on your answer.
- Please do not use AI tools like ChatGPT to produce your answers. We use software to check and your application will be rejected if you do.

You will be asked to submit your CV and a cover letter of no more than 2 pages. The interview process will be single-stage and online, consisting of a set of competency questions and a technical challenge task.

Key dates:

Application opens: Friday 25 April
Application deadline: Friday 9 May, 9am
First interview: Online – w/c 12 May

Conditions of employment and what we offer

Working hours

The working week is currently 35 hours per week from Monday to Friday. These may be varied by agreement with your line manager. For some roles, there will be occasions when these hours are exceeded for example some weekend working or a requirement to attend evening meetings. In such circumstances and in agreement with your line manager you may take reasonable time off in lieu. Overtime is not paid.

Holidays

You will receive 30 days annual leave, plus bank holidays (1 April to 31 March) pro rata.

We close for three days between Christmas and New Year, which will be deducted from your annual leave allowance.

Flexible working

Kinship will consider applications for flexible working arrangements. Kinship will enable as many jobs to be open to job sharing as is operationally practicable.

Learning and development

A key part of our People Strategy is to continue to develop and enhance the learning experience during your time at Kinship, and we are proud to offer many learning opportunities.

Health and wellbeing

- Employee Assistance Programme (24/7 confidential advice line and counselling).
- Wellbeing Action Plan for each staff member.
- Wellbeing Wednesdays
- Charity Worker Discount

Travel

Kinship is the working name for Grandparents Plus, which is a company limited by guarantee registered in England and Wales under number 4454103 and registered as a charity under number 1093975

For this role, there is a requirement to occasionally travel across England. There may also be, on occasion, the need for overnight stay. Reasonable travel, subsistence and hotel expenses will be covered using the Charity's expenses procedures.

Pension scheme

All staff will automatically be enrolled into a Group Personal Pension Scheme after three months as part of our requirement to meet automatic enrolment legislation. According to the statutory requirements. We use Nest Pensions. Current employee contributions are 5% and we will contribute 3%.

Probationary period

All new employees will be required to undertake a period of probation for six months, in which time you will be expected to establish your suitability for the post.

Community

- Staff away days.
- Regular social activities online and in person.

Standard clauses

- This role will require Disclosure and Barring Service (DBS) clearance.
- The post holder must carry out their responsibilities with due regard to Kinship's Equal Opportunities Policy and Safeguarding Policy.
- Salesforce is our customer relationship management system (CRM) and all staff are expected to take accountability and responsibility for using it successfully as part of their day-to-day role to support the growth and impact of Kinship and better services for kinship carers.
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are always followed.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- The post holder must carry out their responsibilities with due regard to the non-smoking environment of all Kinship offices.

Note:

Every member of staff is expected to show respect to their colleagues and to understand and adhere to Kinship's code of conduct. Staff are also expected to work collaboratively and to support all the departments with which they have contact in achieving Kinship's strategic objectives.

All duties and responsibilities must be carried out with due regard to Kinship's Health and Safety, Safeguarding and Equality, Diversity and Inclusion principles, GDPR and all other relevant policies.

This job description is not exhaustive. Kinship reserves the right to add to or revise the job description at any time - the post holder may be required to undertake any other duties that fall within the nature of the roles and responsibilities as detailed above. Any substantial or major changes will be negotiated with the post holder.

The details contained in the Job Description particularly the key responsibilities, reflect the content of the job at the date the job description was prepared. It is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, Kinship will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.