



**Senior Salesforce Administrator:
Service Design & Impact Team**

Job Description:

Job title: Senior Salesforce Administrator

Responsible to: Database Manager

Duration: Fixed-term, 9-month contract

Location: Remote

Working Hours: Part-time (21 hours per week)

Salary: £29,774 (outside of London); £33,000 per annum (inclusive of London weighting) (pro rata)

Purpose of the job:

We're looking for a **part-time Senior Salesforce Administrator** to support our ambitious charity. We currently have 65 staff members using Salesforce on a daily basis. This role will provide technical expertise to the CRM users and wider charity, while also carrying out vital audits, project support and administrative duties.

As a Salesforce administrator you will be working across a wide range of projects as well as business as usual activities, you will be one of the go-to people for understanding our current Salesforce set up at Kinship, as well as understanding the impact of new releases and functionality.

The perfect candidate will have experience of working as a System Administrator and be certified as a Salesforce Administrator.

You will be managed by the Database Manager and work alongside the Junior Salesforce Administrator and our Salesforce Consultant. This team work closely with all teams from across the charity for anything Salesforce related, including improvements and enhancements to platform functionality, data, process improvement, innovation projects and more!

You will be embedding the values of the organisation in collaborative work with colleagues, working in a user centred approach through agile working.

Key roles and responsibilities:

- Providing technical support for all Salesforce users, through the support desk as assigned, in order of urgency and escalating where needed.
- Managing data and keeping records accurate, up to date and consistent.
- Performing audits to identify irregularities across the system and supporting our managers with quality assurance.
- With the assistance of the Junior Salesforce Administrator create, edit and maintain Salesforce list views, reports, objects, dashboards, fields, record types, page layouts, users and automations.

- Manage Salesforce security and access including ensuring that the appropriate profiles and permission sets are created and maintained.
- Proactively identify opportunities for system improvement, process automation, efficiency gains and business intelligence enhancement
- Support with training and development of users including the initial induction, as well as follow up training sessions and clinics. Also, supporting to create training resources in a variety of accessible ways and storing them on a system like Notion.
- Work with the database manager and the Salesforce consultant to Build customised solutions that support user needs, and business requirements and processes.
- Testing new internal enhancements and new Salesforce releases.
- Work with all departments to ensure that Salesforce works effectively for them.
- Create Salesforce technical design and implementation documents when needed.
- Creating and connecting Form Assembly forms.
- Supporting our Comms and External Affairs team with the integration and development of Dot Digital.
- Provide technical mentorship to the Junior Salesforce Administrator.

Person specification:

Essential experience, knowledge and qualifications:

- Experience of Salesforce Administration and the Not For Profit Starter Pack.
- Salesforce Administrator Certificate (ADM201)
- Experienced Excel user with the confidence and ability to manipulate large data tables
- Demonstrable knowledge and track record of customization and maintenance of Salesforce, including process builder, flows, workflows, assignment rules, validation rules, role hierarchy, profiles and sharing
- 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.
- A strong commitment to ensuring outcomes and impacts of services are evidenced through high quality data collection.
- Excellent project management skills.

Desirable experience:

- Experience of kinship care

General attributes:

- Able to work in a demanding environment.
- An ability to put people at ease and a true enjoyment of working collaboratively with colleagues and external stakeholders.
- Excellent written, verbal and visual communications with brilliant attention to detail.
- Ability to work on your own initiative and manage a complex and varied workload with competing priorities to successfully meet project deadlines and targets.
- Commitment to the values, aims and objectives of Kinship.
- Commitment to equal opportunities and diversity and a respectful approach to working with people from a range of backgrounds.
- Excellent written and spoken English.
- Permission to work in the UK.

How to apply:

Apply with a **CV and 1-2 page cover letter** to recruitment@kinship.org.uk, along with a completed Equal Opportunities questionnaire which can be found on our website.

Your cover letter must set out skills and experience as outlined in the person specification.

Applications to be submitted by **11.59pm** on **Tuesday 5 July** and interviews to be held on **Tuesday 12th July**.

If you have questions about this role, please contact recruitment.



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.

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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)**

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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 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



What we can offer you:



Community:

- Employee resource groups (including Equality, Diversity and Inclusion Committee and Wellbeing Committee).
- Staff away days.
- Regular social activities online and in person.



Flexible working:

- We operate flexible working practices which include working from home, varying start and end times of the working day, compressed hours and variable contract hours through the year.



Family:

- Our policies include compassionate, dependents, carers and bereavement leave that support the lives of employees who have additional commitments.
- We are proud that 20% of our current staff are kinship carers, and we are striving to lead the way as a 'Kinship Carer Friendly Employer'.



Health and Wellbeing:

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



Pay and pension:

- You'll be eligible and auto-enrolled into a pension scheme - we use Nest Pensions. Current employee contributions are 5% and we will contribute 3%.



Holidays:

- 30 days annual leave, plus bank holidays (1 April to 31 March).
- We close for three days between Christmas and New Year, which will be deducted from your annual leave allowance.



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.



Cycle to work programme:

- This scheme enables employees to get tax incentives from cycling to work.

Our recruitment process:

As a charity we want to hire the best people to support our vision and mission. People who are values led, high performing and really passionate about doing their best for kinship carers.

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.

We welcome applications from people from all sections of the community, irrespective of race, colour, sex, gender identity, age, disability, sexual orientation, religion or belief.

Kinship is committed to attracting, developing and retaining a diverse workforce, with a broad range of backgrounds, experiences and perspectives, and we encourage applicants from those groups currently under-represented in our organisation and sector. Kinship operates a blind recruitment process in-house and any identifying information will be removed from your application prior to shortlisting.

Standard clauses:

- This role will require satisfactory Disclosure and Barring Service (DBS) clearance.
- The post holder must at all times 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 adhered to at all times.
- 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: 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 in this document.

Any substantial or major changes will be negotiated with the post holder.

Candidates must have a willingness to work evenings and weekends as required (time off in lieu will be provided) and to travel nationally (when possible) to attend events.