Salesforce Administrator (part time)
Job description

Salary	£27,000 - £30,000 (pro rata) depending on experience
Hours:	Part-time**:** 2 days per week (we can offer flexibility on how these are worked)
Contract type:	12 months (with potential for extension)
Location	London (Spitalfields, E1)
Reporting to:	Head of Policy, Impact and Communications

Application deadline: 10am on Monday 18th March 2019
Interviews: Week commencing 25th March 2019
Start date: ASAP

About Switchback

Switchback is an award-winning charity enabling young men in the criminal justice system to achieve wholesale change in their lives. We provide intensive one-to-one support either side of the prison gate alongside real-work training after release, supporting young men to build a stable life they can be proud of.

Established in 2008 in the heart of East London, for 10 years we have provided one thing for our Trainees: a consistent, transformative relationship lasting as long as it takes. And it works: 92% of Switchback Trainees don't reoffend, 78% of programme finishers move into long-term work and 57% make a fundamental shift in lifestyle and mindset. Find out more at www.switchback.org.uk.

About the role

Do you love systems, processes and data? Do you have fantastic attention to detail? Are you excited by the chance to help a small, impactful charity become even more efficient and effective?

We are seeking a part-time Salesforce Administrator to join our small, dynamic and passionate team.

This is an exciting time of growth and development at Switchback. Central to our new strategy is embedding new, smarter processes into the organisation and enhancing our use of data and analytics. In 2018 we successfully migrated onto Salesforce for our two main databases (one for contacts and fundraising and another for case management). As Salesforce Administrator, you will play a vital role in ensuring the smooth and effective use of these systems and their continuous improvement over time.

We see this role as an exciting and vital step for Switchback to maximise our efficiency and impact as we grow. You will provide maintenance, administration and user support (10 users all based in house), as well as supporting the Head of Policy, Impact and Communications with enhancements, reporting and analysis.

The right candidate will be technically proficient in Salesforce while being pro-active and motivated to identify and deliver improvements to our systems. You will be interested in helping a small, dynamic charity improve the way we use systems and processes to enhance our work, enabling us to support more young men and influence positive change across the criminal justice system.

Responsibilities

Salesforce administration
- Administration and maintenance of Switchback's two Salesforce databases.
- Effectively respond to user requests and enquiries.
- Help non-technical staff to improve familiarity and use of key Salesforce functions.
- Liaise with Switchback's external Salesforce case management provider (In-Form) to manage relevant administrative tasks and system changes.
- Develop and embed internal processes to ensure data is accurate and up-to-date across all systems.
- Conduct weekly batch uploads of new Trainee data onto Switchback's case management system.
- Pro-actively identify areas to improve system efficiency and lead on their implementation.
- Provide support to staff users (10 people), and solve user queries and problems.
- Set up user accounts and permissions.

Reporting and analysis

- Create and maintain customised reports and dashboards to support delivery, impact monitoring, fundraising and campaigning activity.
- Support staff to access, filter and customise reports as required.
- Support the Head of Policy, Impact and Communications to track delivery trends, improve internal understanding of our impact and identify areas for service improvement.
- Work with colleagues to identify and develop ways to improve the quantity and quality of our data.

General
- Take part in team meetings, Switchback staff days, or other meetings as required.
- Other such duties as shall reasonably be required by the Senior Management Team or Trustees.

Person specification

Essential
- At least six months experience administering Salesforce systems.
- Experience managing databases.
- Pro-active, detail-oriented and able to prioritise and manage own workload effectively in a small, busy team.
- Prepared to work flexibly and adapt to the changing demands of a small charity.
- Problem-solver driven by accuracy and impact.

Desirable
- Experience supporting non-technical staff to understand and use databases
- Salesforce Administration certification
- An interest in young people and/or criminal justice issues
- Experience of systems administration in the voluntary and community sector

How to apply

Please send the following to sam@switchback.org.uk by **10am** on **Monday 18th March 2019**:

- Your **CV**
- A completed **personal statement form** (downloadable from Switchback's website[1])

Interviews will be held in the week commencing 25th March 2019.

If you have any questions please email **sam@switchback.org.uk** or call **020 7650 8989**.

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[1] https://www.switchback.org.uk/get-involved/careers