



ROLE PROFILE

SALESFORCE ADMINISTRATOR



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POST:

Salesforce Administrator

SALARY:

£31,000 - £36,000 (dependent upon experience)

CONTRACT:

Permanent: Full-time (37.5 hours/week)

LOCATION:

Hybrid working: two days a week in the Bolton or London offices (based in White City) combined with home-working and travel across our Youth Zone network as required.

REPORTING TO:

Senior IT & Systems Manager

BENEFITS:

Agile working organisation with flexibility in working hours; 25 days annual leave (rising to a maximum of 30 days with length of service) plus bank holidays, birthday leave and annual leave purchase scheme (from day one of employment); company matched pension; company sick, maternity, paternity & adoption pay; voluntary benefits with discounts on health & wellbeing, retail & leisure.

OUR COMMITMENT TO EQUALITY, DIVERSITY & INCLUSION

As an equal opportunities employer, we welcome applications from under-represented groups; in particular from Black, Asian, Mixed Race & other ethnically diverse individuals, people with disabilities, and members of LGBTQ+ communities.

Our dedicated Equality, Diversity & Inclusion Group, with support from the Senior Leadership Team, is actively promoting and advancing diversity and inclusion at OnSide, ensuring a culture where everyone can be themselves and thrive.

ABOUT ONSIDE

Potential is everywhere. In every home on every street, from affluent suburbs to inner-city estates. The difference is that some young people get every opportunity to explore their potential. Others don't.

We're OnSide, a national charity that believes all young people should have the opportunity to discover their passion and their purpose. To find out what they've got and where it could take them.

We fund and build state-of-the-art, multimillion- pound Youth Zones in the country's most economically disadvantaged areas. We train the amazing people that run them. We offer continuing support via the nationwide OnSide Network, where they can learn and grow, share their stories and celebrate their success together.

These are brand new, purpose-built spaces fizzing with energy, and crammed with incredible facilities. They are staffed by skilled and dedicated youth workers who truly believe in young people - helping them see what they could achieve, and giving them the skills, confidence and ambition to go for it.



This is life-changing support that helps tens of thousands of young people from a diverse range of backgrounds to thrive.

It's inspiring. It's empowering. And it works.

We know it works because we've been doing it for over a decade and we're in this for the long term. Every new Youth Zone is built on the know-how of the last. Every success story writes the first chapter of the next. And we're just getting started.

This is passionate, properly funded youth provision, with no ifs or buts. A unique partnership between young people and their community, local authorities and private business leadership, and a growing movement of supporters who believe that how we treat the next generation defines who we are as a society.

Because when we really invest in young people, we all benefit - from who they are now, everything they might become and achieve, and everyone they might touch and inspire. All they need is the chance to shine - an environment where they can be their best selves - and you just watch them go.

It's about opportunity.

THE ROLE

OnSide manages multiple business operations through our customized Salesforce platform and a number of third-party integrations. This is an exciting time to join the Systems Team as we support ambitious growth plans to build new Youth Zones across the country.

The Salesforce Administrator will play a key role in ensuring the stability and efficiency of our Salesforce org, which currently supports over 300 users and includes a number of custom objects and integrations. You will be responsible for:

- **Maintaining and optimising our Salesforce environment:** Performing regular system maintenance, managing user access and security, and ensuring data integrity.
- **Empowering our users:** Providing technical

support, troubleshooting issues, and supporting our Youth Zone staff to utilise Salesforce effectively.

- **Driving continuous improvement:** Identifying opportunities to enhance Salesforce functionality through no- and low-cost solutions, including workflow automation, process builders, and custom reports and dashboards.
- **Supporting Network growth:** Playing a vital role in onboarding new Youth Zones onto the Salesforce platform, providing technical setup, data migration, and on-site support.

If you would like to learn more than please do contact Duncan Hall, Senior IT & Systems Manager, at duncan.hall@onsideyouthzones.org.

JOB DESCRIPTION

KEY RESPONSIBILITIES

Perform ongoing Salesforce administration, including user management, security settings, and system maintenance.

Manage Salesforce releases, ensuring seamless upgrades and minimising disruption to users.

Proactively address potential issues and implement solutions to maintain platform stability and security.

Oversee and manage integrations with third-party applications, ensuring compatibility and data integrity.

Develop and maintain comprehensive documentation for all Salesforce processes and customizations.

Analyse existing processes and identify areas for improvement and automation.

Implement solutions to streamline workflows and enhance user efficiency.

Provide timely and effective technical support to Salesforce users across the Youth Zone network.

Troubleshoot user issues, resolve problems, and escalate complex cases as needed.

Configure Salesforce for new Youth Zones, including data migration and user setup.

Provide on-site and remote support to new Youth Zones during the pre- and post-opening phases.

Collaborate with team members to identify and implement system enhancements and new technologies.

Stay up-to-date with Salesforce best practices and new features to continuously improve service delivery.

PERSON SPECIFICATION

Applicants will be expected to demonstrate the experience, skills, knowledge and aptitudes listed below throughout the recruitment process. However, if you don't meet every single requirement but feel you have strong and relevant transferrable skills or lived experience to draw from, we encourage you to apply anyway. Why? Studies have shown that women and Black, Asian, Mixed Race & other ethnically diverse people are less likely to apply for jobs unless they meet every single criteria/competency. OnSide are dedicated to driving change and to building diverse, inclusive, and authentic workplaces, so if you're excited about this role but your past experience doesn't align perfectly, **please tell us how your experience is transferrable**. You may be just the right candidate!

SELECTION CRITERIA
EXPERIENCE
Experience in Salesforce administration, including user management, security settings, profiles and permission sets, and basic platform configuration.
Hands-on experience with Salesforce data management, including importing, exporting, and cleaning data.
Experience with workflow rules, process builders, or flow automation to streamline processes.
Proven ability to troubleshoot and resolve Salesforce user issues.
Experience with data migration and integration between Salesforce and other systems.
SKILLS, KNOWLEDGE AND APTITUDES
Excellent analytical and problem-solving skills with the ability to identify and resolve system issues effectively.
Strong understanding of Salesforce security best practices and data protection regulations.
Ability to work independently and manage own workload effectively.
Excellent communication and interpersonal skills with the ability to explain technical concepts to non-technical users.
A proactive and solution-oriented approach to work, with a willingness to learn and adapt to new technologies.
Commitment to OnSide's mission and values, with a passion for using technology to support young people.
QUALIFICATIONS
Salesforce Administrator Certification

GENERAL INFORMATION

This role will be contractually based at our Bolton or London (White City) office with hybrid working; in practice this will involve working two days a week in the office, combined with home working and some travel to support in the delivery of new Youth Zones (including North & South of England, & London), particularly in the run up to the opening of a new Youth Zone. It will also require occasional overnight stays. Home working risk assessments are carried out for all employees working at home, and appropriate equipment provided.

In accordance with our Child Protection and Safeguarding procedures, this position requires a basic DBS check.

APPLICATION PROCESS

Anonymous Applications: We recognise our workforce is under-represented in certain areas and are committed to addressing this. Therefore, we actively encourage applicants to submit anonymous applications; this means removing names & email addresses from CVs and cover letters. The HR Lead will have this information from submissions, but this will not be available to the selection panel when they are considering applications.

To apply, please submit a CV and one page cover letter, explaining how you meet the person specification, to hr@onsideyouthzones.org or apply via the website at [Work with OnSide - OnSide Youth Zones](#).

In addition, please provide the following information:

- Confirmation you are eligible to work in the UK (documentary evidence will be required before a job offer is confirmed)
- Any reasonable adjustments we can make to assist you in your application or the selection process
- How you demonstrate your commitment to equity, diversity & inclusion



CLOSING DATE FOR APPLICATIONS: 12noon on 3 February 2025

INTERVIEWS:

First stage interviews (virtual):

Monday 10th and Tuesday 11th February 2025

Second stage interviews (in-person):

Tuesday 18th February 2025

There will also be a short, values-based phone interview around the second stage.

For information on how OnSide processes your data, go to
[OnSide Youth Zones Job Applicant Privacy Notice - OnSide Youth Zones](#)



OUR VALUES



YOUNG PEOPLE FIRST

Young people are at the heart of everything we do, inspiring and challenging us to deliver services that exceed their needs and challenge them to be the best they can be.

EXCELLENCE

We encourage ourselves and each other to be the best we can be through continuous learning and improvement, and a focus on finding solutions.



RESPECT

We act with honesty and integrity, celebrating diversity across the whole organisation and caring about each other, our young people and the Youth Zone environment.



AMBITION

We are passionate and driven in taking on new challenges, embracing new ideas and exceeding our ambitions for young people, the Youth Zones and our local communities.

COLLABORATION

We create and nurture strong, creative partnerships, working together to achieve better results and outcomes for young people.



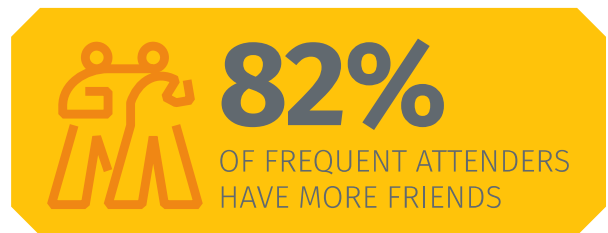
OnSide

Here for young people

PROVEN IMPACT



GIVE YOUNG PEOPLE A SAFE EXCITING PLACE TO GO TO HAVE FUN,
BUILD THEIR SOCIAL NETWORKS AND SUPPORT THEIR PERSONAL DEVELOPMENT



HELP YOUNG PEOPLE LEAD HEALTHIER, HAPPIER LIVES

