

## Job description

Job title:	Salesforce Administrator (known internally as Salesforce Specialist)
Reporting to:	Systems Manager
Department:	Operations
Location:	Fully remote (UK-based)
Contract:	Part time (22.5 hours per week), permanent
Salary:	£34,089 pa, pro-rata (£20,453 pa)
Benefits:	25 days' annual leave (pro-rata) + 1 day accrued for every full year of service up to 30 days + bank holidays + Christmas closure + birthday off 5% employer pension contribution Medical cash plan Learning and development budget Flexible working culture

We are looking for an experienced Salesforce Administrator (known internally as Salesforce Specialist) to support our Systems Manager in maintaining and developing Sales Cloud and Marketing Cloud.

In this role, you will act as a strategic systems enabler, driving efficiency, data insight, and user adoption. You'll be responsible for making updates to reports, fields, page layouts, custom objects, flows, and user management to support nurtureuk's marketing, business development, product development, and delivery. You will play a key role in driving data accuracy and enabling smarter digital processes, as well as collaborating with internal teams and assisting with user support and training, ensuring nurtureuk's use of Salesforce supports our organisational goals.

Nurtureuk is a charity that has been working with schools for many years to improve the social and emotional development of children and young people. We help schools remove barriers to learning by promoting nurture in education.

We believe in a whole-school approach to promote access to education for all. With increasing numbers of children and young people affected by social, emotional and behavioural difficulties inhibiting their progress and limiting their life chances, nurtureuk has developed a range of interventions and support to give vulnerable children and young people the opportunity to be the best they can be.

With the continued school attendance crisis, rise in exclusions and misunderstood behaviour support, the need for our work has never been greater, and the potential is clear. We have a dedicated team, trustees, and a CEO who is passionate about education and the development of young people.

## About the role

This role is central to nurtureuk's digital transformation, ensuring Salesforce acts as the single point of truth for customer, training and membership data, enabling evidence-led decisions and a seamless customer experience.

Your main responsibilities will include:

- Salesforce administration, including managing user roles, permissions, page layouts, custom objects, and flows.
- Troubleshooting issues, data cleansing, and implementing secure system changes.
- Evaluating and deploying Salesforce updates, managing Mass Action Schedulers, and documenting workflows.
- Advising on system development viability and working in sandbox environments to test and deploy changes effectively.
- Providing user support, troubleshooting, and training to colleagues across the organisation.

## Main duties

The elements listed below are not intended to be an exhaustive detail of all duties and responsibilities of the role and you will be expected to carry out any other reasonable duties that are consistent with the competency level, skills, expectations, and requirements of the role.

### Salesforce Administration

- Managing user roles, profiles, and permissions.
- Updating fields, page layouts, and custom objects.
- Building and maintaining Salesforce Flows and automations to improve efficiency.
- Building regular and ad hoc reports to support strategic objectives.
- Assisting colleagues in creating and refining Salesforce dashboards and reporting tools.
- Evaluating and deploying Salesforce updates.
- Maintaining workflow documentation.

### Data management and information security

- Maintaining accurate and consistent data within Salesforce, including carrying out regular data cleansing exercises.
- Implementing secure systems changes in line with our ISO27001:2022 policies.

### Supporting colleagues

- Supporting the External Relations, Products & Services, Income & Partnerships, and Customer Support teams with CRM-driven communications and operational needs.
- Working in partnership with the Customer Success, Product Marketing and Income & Partnerships teams to optimise data flows.
- Supporting digital literacy and confidence in using Salesforce among staff through practical guidance and training.
- Developing and maintaining effective working relationships with colleagues.

## Person specification

We are seeking to appoint a proactive and detail-focused individual with previous experience of implementing, configuring, or administering Salesforce, ideally within an educational or non-profit organisation, but this isn't essential.

### Education, experience and knowledge:

Strong candidates should have all or most of the following:

- Hands-on experience of maintaining and improving Salesforce, with experience in roles such as Salesforce Administrator, Salesforce Coordinator, or Salesforce Support Coordinator
- Ability to configure, build, and maintain custom Salesforce functionality, including custom objects, fields, page layouts, flows, and workflows
- Knowledge of how to configure and maintain custom report types, reports, and dashboards
- Ability to manage and maintain user accounts, profiles, roles, and permissions
- Experience with automation tools, e.g., Salesforce flows
- Ability to troubleshoot Salesforce issues and optimise workflows
- Familiarity with information security principles
- Familiarity with transforming, cleansing and maintaining data
- Familiarity with websites and Salesforce integrations such as Zapier
- Familiarity with importing and exporting data into Salesforce using Dataloader or equivalent
- Strong organisational skills with the ability to prioritise, manage time effectively, and meet deadlines
- Creative problem-solving skills
- Confident communicator with the ability to support and train non-technical colleagues
- Comfortable managing multiple tasks independently and balancing stakeholder needs
- Strong attention to detail and excellent data management skills
- Experience working in an educational or non-profit environment

Person Specification		
	Essential	Desirable
<b>Professional/ Education Qualifications</b>	A professional with proven experience in the specialised area of work outlined above	Salesforce administration certification  Other relevant technical qualifications

<p><b>Experience</b></p>	<p>Experience in administering, maintaining and improving Salesforce and other systems</p> <p>Delivering day-to-day operations with personal responsibility and discretion</p>	<p>Experience of customer support and customer service using helpdesk/ticketing systems</p> <p>Experience of ISO27001</p>
<p><b>Knowledge and skills</b></p>	<p>Good written and verbal communication skills</p> <p>Ability to solve problems and make decisions in a structured way</p> <p>Strong organisational skills with the ability to prioritise, manage time effectively and meet deadlines</p> <p>Familiarity with Google Workspace products</p> <p>Familiarity with information security principles</p> <p>Familiarity with techniques for extracting, cleaning, transforming and maintaining data</p>	<p>Familiarity with agile development methodologies</p> <p>Skills in SQL</p> <p>Skills in using data ETL and warehousing tools (e.g. BigQuery, Redshift, Azure)</p> <p>Skills in using data dashboarding and visualisation tools (e.g. Tableau, Power BI, Looker Studio)</p>
<p><b>Personal attributes</b></p>	<p>Ability to work independently and proactively</p> <p>Good attention to detail and the ability to keep accurate records and work at pace</p> <p>Ability to develop and maintain good working relationships with a range of stakeholders</p> <p>A collaborative approach to team working</p> <p>Ability to manage a fast-paced, unpredictable workload with professionalism and enthusiasm</p> <p>A passionate commitment to improving the lives of children and young people</p>	

Other	Up-to-date DBS Data protection awareness Safeguarding awareness Willingness to undertake CPD to develop within the role and organisation	
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## How to apply

Please submit your CV and a covering letter to [melissa@nurtureuk.org](mailto:melissa@nurtureuk.org), outlining how you meet the person specification. We are also keen to hear why a role at nurtureuk would meet your personal values and career aspirations.

## Key dates

We will be actively reviewing applications and arranging interviews as we receive them.

## Employee benefits

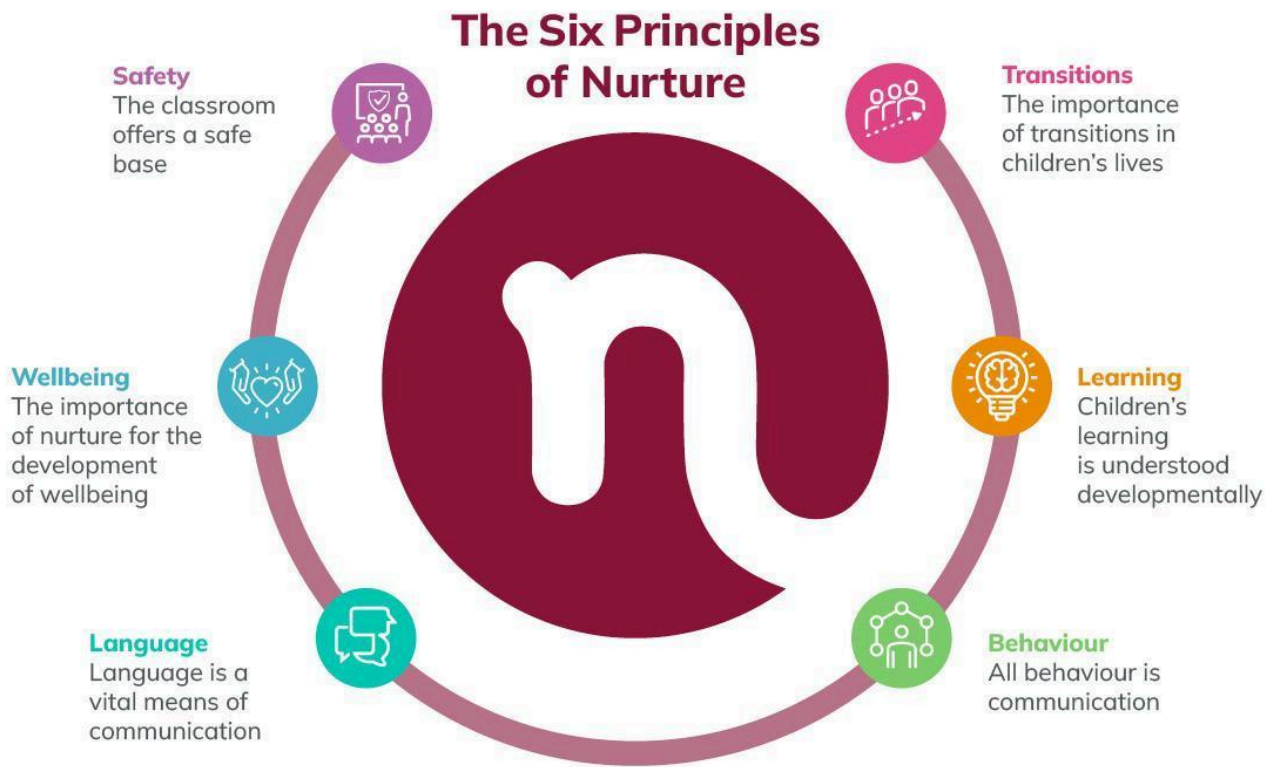
Nurtureuk is committed to being an equal opportunities employer. We welcome applications from people from all backgrounds and with all different kinds of life experiences. We operate with an inclusive culture which is representative of the Six Principles of Nurture that we adhere to and promote through our work. We particularly welcome applications from male identifying candidates and candidates from a Black, Asian or other minority ethnic background, as they are currently under-represented within the nurtureuk team. If you have the right skills for this role, we want to hear from you.

Nurtureuk is a fully remote employer, and we operate with a strong culture and commitment of trust in the team. We supply the resources necessary to create a comfortable working environment from home. We allow for flexible working to be self-managed by the team, so they may work around their other personal commitments.

All employees receive 25 days' annual leave (pro-rata) plus an additional day for each full year of service, up to a limit of 30 days. This is in addition to all bank holidays and Christmas office closure. Nurtureuk pays a 5% employer contribution to pensions and also offers a Medicash employee benefits package. This includes cover for a virtual GP, routine dental and optical care, specialist consultations/diagnostics, complementary and alternative therapies, prescriptions, flu jabs and discounted gym membership. There is also access to a 24/7 Employee Support Service providing mental health and wellbeing support.

## About nurtureuk

We are nurtureuk, an organisation dedicated to improving the social, emotional, mental health and wellbeing of children and young people. We've been at the forefront of the nurture



Authors: Eva Holmes and Eve Boyd

movement for over 50 years, and today – with ever more children and young people affected by issues that can impact their learning – our work is more vital than ever.

### Our vision

A world where:

1. Child development isn't limited by lack of nurture in education
2. Adults working with and caring for Children and Young People are supported and equipped with evidence-based tools to help them flourish and learn

### Our mission

Nurtureuk is dedicated to improving life chances of every child and young person by promoting nurture across the whole education system and beyond:

- We are proud of being a charity and driven by social purpose
- Children and young people's development is at the heart of everything we do
- We want to amplify the benefits of nurture for every Child and Young Person within and beyond the classroom
- We are evidence-based and practice-led in line with the Six Principles of Nurture

### What is nurture?

The concept of nurture highlights the importance of social environments – who you're with, and not who you're born to – and its significant influence on social emotional skills, wellbeing and behaviour. Children and young people who have a good start in life are shown to have significant advantages over those who have experienced missing or distorted early

attachments. They tend to do better at school, attend regularly, form more meaningful friendships and are significantly less likely to offend or experience physical or mental health problems. The nurturing approach offers a range of opportunities for children and young people to engage with missing early nurturing experiences, giving them the social and emotional skills to do well at school and with peers, develop their resilience and their capacity to deal more confidently with the trials and tribulations of life, for life.

## History

Nurture groups were the brainchild of educational psychologist Marjorie Boxall in 1969. Large numbers of young children were entering primary school in Inner London with severe emotional, behavioural and social difficulties, which led to unmanageable rates of referral for placement in special schools or for child guidance treatment. Boxall understood that the difficulties presented by most of these children were a result of impoverished early nurturing, meaning they were not able to make trusting relationships with adults or to respond appropriately to other children. They were not ready to meet the social and intellectual demands of school life, which further damaged their already fragile self-confidence and self-esteem.

For more information please visit: [nurtureuk.org/what-we-do/introducing-nurtureuk](https://nurtureuk.org/what-we-do/introducing-nurtureuk)