

# **ARTS EMERGENCY**

**Salesforce  
Administrator-  
Consultant  
Application Pack  
June 2023**



Heila on work experience at  
Output Arts. Photo Tishon  
Nicholson.



Gamze on work experience at Mother London. Photo: Hannah Daisy.

# About us

Arts Emergency is a mentoring charity and support network. Since 2013, we have worked to address the inequalities in the creative and cultural sectors. Founded in Hackney by two friends, activist Neil Griffiths and comedian Josie Long, we now support 1,300 brilliant young people across the UK. We provide guidance so they can chart their own course. We create connections to help them get ahead.

## Our values

- We are bold, actively changing UK culture in a big, far-reaching way
- We are optimistic about the future and celebrate the best in human nature
- Community is fundamental to our existence and the success of our mission

Read more about our life-changing work in our [Impact Report](#) 

# 78%

of mentees expanded their network in 2021



# What we do

Arts Emergency provides 16-25 year olds in London, Greater Manchester, Merseyside and beyond with a trained mentor working in their field of interest. Mentors help Young Talent set goals, explore their passions and make decisions about higher education, training and careers.

After they complete a year of mentoring, Young Talent can continue to access opportunities, advice, resources and paid work from the Arts Emergency Network until they turn 26. The network is made up of thousands of cultural professionals who've all offered to share crucial gateways into hard to crack industries like TV, publishing and architecture with young people underrepresented in those fields. High profile members include comedians Nish Kumar and Sara Pascoe, actors Nikesh Patel and Julie Hesmondhalgh, and writers Neil Gaiman and Sarah Perry.

**“Arts Emergency has done more for me than I ever thought possible, it has opened doors I thought were closed. It has given me hope.”**

DEJI, YOUNG TALENT

Find out what our mentors and mentees have to say about us:

**[Watch Arts Emergency's 2020 highlights](#)** [↗](#)



Olamide reads her poem at a Celebration event. Photo Lilla Nyeki.



## Our plans for the future

Our vision is of a society where every young person gets a fair chance to flourish and every opportunity to contribute to the culture in which they live.

This is an exciting time to join Arts Emergency and help to shape the future of the organisation. In 2022, we conducted a strategic review to inform our direction and update our mission and impact. We recruited a new Chair and new board members to help us achieve this and welcomed a new Youth Collective, who ensure that young people's voices are amplified through our work. Additionally, two Youth Collective members serve on the board as Young Trustees.

This is a critical time as we expand nationally to meet the urgent need for our support. Having grown five-fold since 2016, we're aiming to work with up to 3,000 young people by 2026. We've identified ten priority areas across the UK that meet a combination of eligibility and viability criteria for new projects.

Our Community programme is also growing to support our Young Talent with their career progression and personal development. We will enhance our work experience and paid work opportunities in partnership with creative and cultural organisations, and offer each young adult on our programme tailored CV, interview and employability support.



Read more about our plans in our [Vision document](#)

# 87%

of Young Talent now feel more informed about their career choices



Hosanna on her Technical Theatre Apprenticeship.  
Photo: Sim Canetty-Clarke



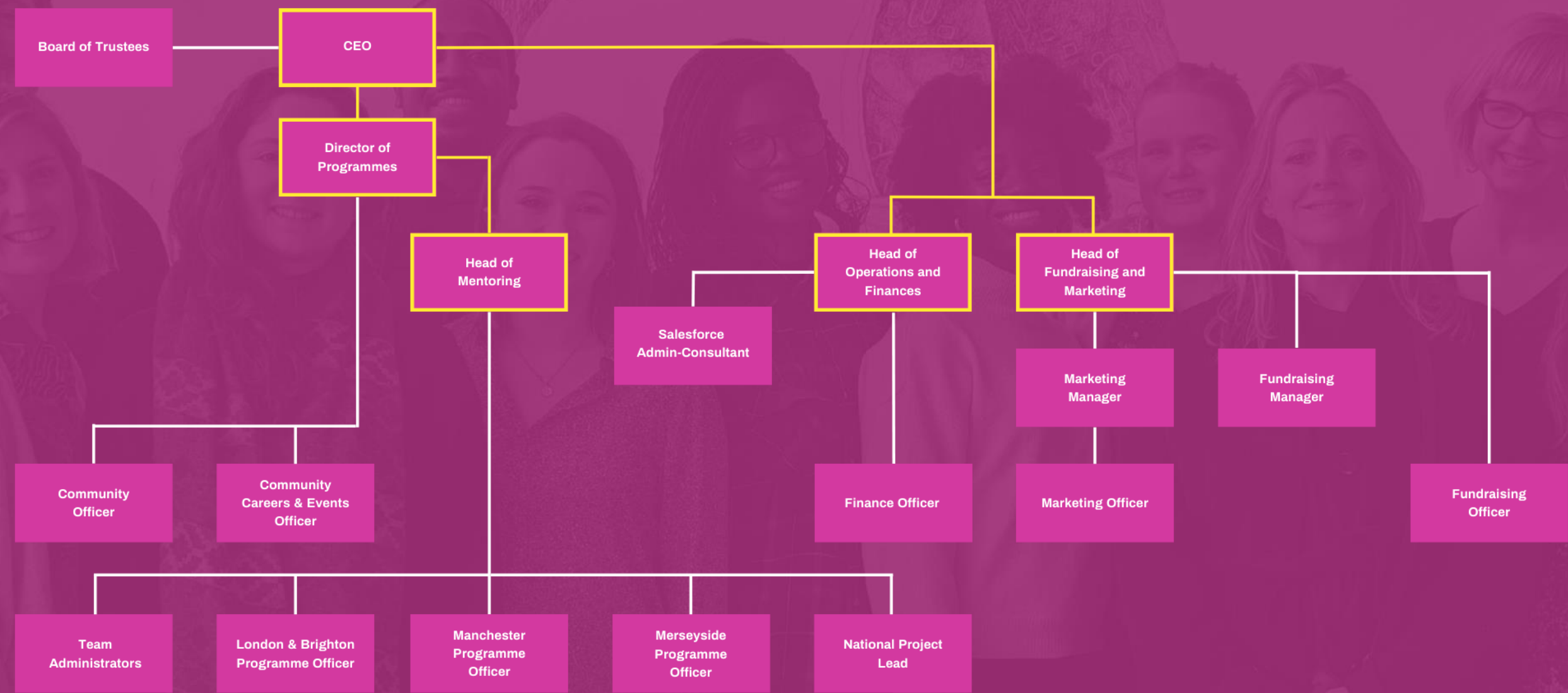
# Our team

The Arts Emergency team is a group of passionate and dedicated staff and trustees who bring together a wealth of experience from the charity and cultural sectors.

[Meet our team](#)

**“I am thrilled to be part of the hugely important changes Arts Emergency is making to the industry and its legacy that has affected so many for the better, in such a short time.”**

YOMI ADEGOKE – WRITER, JOURNALIST AND BOARD MEMBER



# Commitment to equality and diversity

Arts Emergency is committed to being a welcoming and inclusive organisation. We're dedicated to social justice and making the arts and humanities equitable for all. We help our volunteers to address the structural inequalities in the cultural and creative industries, and use our voice to influence gatekeepers to make real, long-term changes.

When we recruit we will always: **show the salary, pay a living wage,** and **won't demand a degree** as an essential criteria (unless a specific qualification is required for a role). We particularly welcome applications from disabled people, LGBTQIA+ people, Black, Asian and minority ethnic candidates.

**“Our future cultural landscape is in danger of being populated exclusively by the children of the wealthy and well-connected. I love Arts Emergency because it works to bridge this gap. To create the opportunities that have been taken away.”**

JULIE HESMONDHALGH, ACTOR

We are committed to the employment and development of disabled people. We guarantee to interview anyone with a disability whose application meets the person specification for a post. To be invited to interview, you must show in your application that you meet the person specification for the role. If you tell us that you have a disability we can make reasonable adjustments to the interview process, and, if you join us, to your work arrangements. If you'd like to discuss any access needs or adjustments please get in touch.

London Celebration Event.  
Photo: Lilla Nyeki.





# Salesforce Administrator-Consultant

**One-year fixed-term contract, 4-5 days/week**

**£45,000 plus 3% pension contribution (pro-rata'd if not full time)**

You will be joining Arts Emergency at an exciting time. Having grown five-fold since 2015, we are poised to expand our award-winning work nationally and aim to support up to 3,000 young people by 2026.

We are cementing our position as a leading and trusted service provider and support network for aspiring artists and thinkers. We're seeking a Salesforce Administrator-Consultant to join our team in a senior technical role and support the growth of the organisation.

Working as a key member of the Operations department, this role will provide support to the whole team, taking responsibility for the development and maintenance of our database. This role will ensure that processes are efficient, compliant and that all team members have the training and support they need to thrive.

## Key tasks

### Day to Day

- Ensure that business processes are documented and that documentation is updated whenever changes are made
- Gather and prioritise Salesforce needs from across the organisation, and keep teams regularly updated on status of development
- Create and deliver training documentation (including a user manual), training sessions and resources for the team
- Develop and deliver a Salesforce induction for new starters
- Monitor usage, storage and subscriptions
- Check all error reports, investigate where necessary, and clear off the system
- Work with Head of Operations and Finance to promote best practices related to data protection
- Make weekly slots available for troubleshooting and fixing small issues alongside protected time to focus on projects
- Manage and maintain external connectors (Form Assembly, Zapier, Asperato)

### Projects

- Gain an understanding of user needs and desired outcomes to design new end to end processes
- Create and work with clear templates for project requests
- With the management team develop a clear schedule of project timelines and expected deliverables

- Create and maintain a selection of standard reports that will meet the needs of the organisation
- Build and develop a group of 'super users' across the organisation, empowering them to support and champion Salesforce use
- Develop and maintain a ticketing system for team members to log issues
- Work with the Head of Operations and Finance to set clear permission sets based on best practice and data protection considerations
- Build and produce a set of standard reports and dashboards to meet the needs of internal departments and to illustrate efficiencies and value of the system

### Future Planning

- Take an active part in whole team planning sessions, and develop strategies for Salesforce based on our business plans ensuring that our performance can be optimised by the system
- Consistently refresh your knowledge of data protection laws and best practice to plan improvements to the system
- Keep up to date with planned Salesforce updates and releases (including elements that will not be supported in the future) and proactively plan projects to ensure our system is functioning at optimal capacity

## Person specification

### Qualifications

- We will only ask for a qualification where necessary; for this role we need you to be certified to at least Salesforce Administrator level (or have equivalent experience and skills)

### Skills & Abilities

- Excellent problem-solving skills
- Strong interpersonal and relationship management skills
- Good organisational skills with the ability to prioritise work effectively and to work autonomously
- Strong IT and admin skills
- Good attention to detail
- Ability to 'translate' technical language and work with a team with varying technical knowledge and ability
- Ability to analyse workflows and implement procedural improvements and increase efficiency

### Knowledge & Experience

- Knowledge of GDPR legislation and best practice relating to data and privacy
- Experience of managing Salesforce and building in processes to improve efficiency
- Experience of working with external contractors and project management

- Some experience of preparing training manuals, creating process maps and documentation and delivering training

### Personal qualities

- Interest in the mission of the charity and alignment with our values
- Excited by making efficiencies through technology
- A great team worker able to work effectively and proactively through collaboration
- The ability to work independently and with the wider team

### Working conditions

The role can be home or office based, or hybrid. Arts Emergency operates a 35-hour week and we will consider compressed or annualised hours. You must be based in the UK to be considered for this role.

Arts Emergency head office is at Unit W3, 8 Woodberry Down, London N4 2TG and our Manchester office is at Peter House, Oxford Street, Manchester M1 5AN. We also have access to Spaces offices around the country which can be used by all staff if an office space is needed outside these areas.

We will occasionally ask you to travel to other offices or locations for training and whole-team or departmental away days. Travel expenses will be covered and we will offer remote options when necessary, and ensure accessibility requirements are taken into account.

This role will sit within the Operations team and report to the Head of Operations and Finance.

There may be occasional evening and weekend work. We operate a time-off-in-lieu system.



# How to apply

1. **Download and fill in the application form**. The application includes two parts: In Part One you will provide information related to your job history since leaving school and any relevant qualifications. Part Two asks questions in relation to the Job Specification.
2. **Click here** to complete our Equality and Diversity Monitoring Survey\*
3. Once completed, send the application (Parts One and Two) to **jobs@arts-emergency.org** by **Tuesday 20 June, midnight** with **AE-SAC** in the subject line

Interviews will be held on Tuesday 4 & Wednesday 5 July.

If you have any questions about the application process or the role, please contact **jobs@arts-emergency.org**

Please see our **privacy policy** to find out more about how we handle your data. You'll also find further information within the application form.

\*The survey is anonymous and not linked in any way to your application. Any information you provide will be used by Arts Emergency to monitor the demographics of candidates applying for roles and make improvements in line with our diversity and inclusion ambitions. This data will be treated in accordance with the General Data Protection Regulation 2018

# Contact us

+44 (0)20 7683 1077

**jobs@arts-emergency.org**

**www.arts-emergency.org**

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