

# **Salesforce Administrator-Consultant**

## **Application Pack**

**June 2023**

### **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: <https://www.arts-emergency.org/about-us/reports>

78% of mentees expanded their network

## **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:

<https://www.youtube.com/watch?v=YfGpqEFQfO4&list=UUDgi0ANbxM0t8aKSpxgjdpg&index=12>

## **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:

<https://www.arts-emergency.org/files/policies-and-guidance/2019Vision-Doc.pdf>

## **Our team**

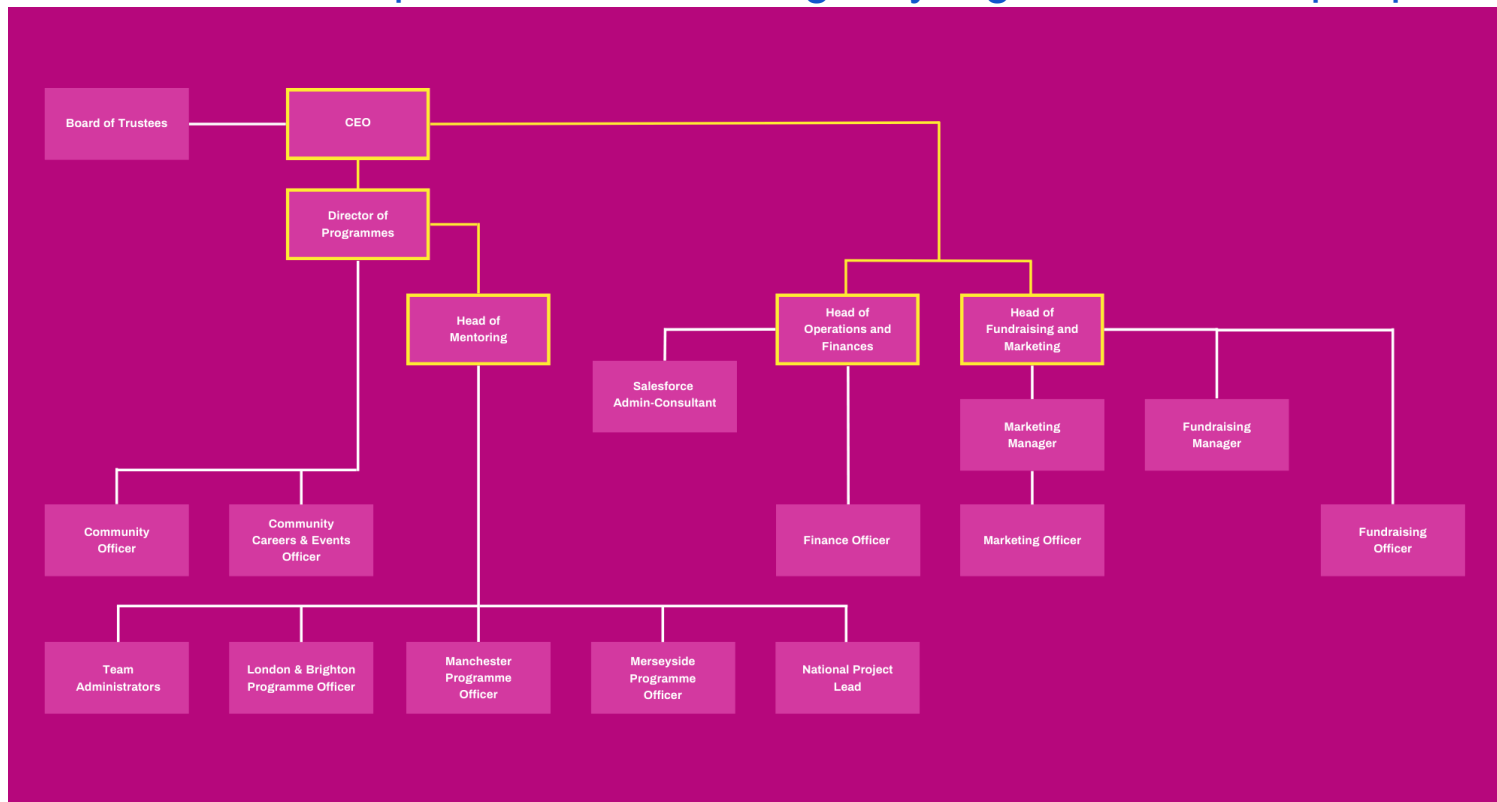
The Arts Emergency team is a group of passionate and dedicated staff and trustees who bring together a wealth of experience from the charity and cultural sectors.

“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

Meet our team: <https://www.arts-emergency.org/about-us/our-people>



## **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.

### **Salesforce Administrator-Consultant**

One-year fixed-term contract, with the possibility of an extension, 4-5 days per week  
£45,000 plus 3% pension contribution and 28 days annual leave (pro rata'd if not full time)



Arts Emergency operates a 35-hour week

## **Role Description**

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.

## **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.

## **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
- 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 the 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
- Prepare briefs for projects that will require external developer support; manage the tender process and project
- With the management team develop a clear project schedule with 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
- 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 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 and 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 and Experience

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

## **How to apply**

To apply please complete the following



1. Download and fill in the application form. <https://www.arts-emergency.org/jobs>

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.

You can return the application form as a word document or PDF. If you prefer you can talk through the Part Two questions in an audio file (no longer than 10 minutes). To transfer an audio file, upload to wetransfer.com and use the 'get transfer link' option, then copy and paste the generated link into your email.

2. Click here to complete our Equality and Diversity Monitoring Survey.\*

<https://www.surveymonkey.co.uk/r/JP5S3WD>

3. Once completed, please send the application form to [jobs@arts-emergency.org](mailto:jobs@arts-emergency.org) by  
Once completed, send the application (Parts One and Two) to  
[jobs@arts-emergency.org](mailto:jobs@arts-emergency.org) by **Tuesday 20 June, midnight** with **AE-SAC** in the  
subject line  
with AE-SAC in the subject line.

Interviews will take place on Tuesday 4 & Wednesday 5 July.

If you have any questions about the application process or the role, please contact  
[jobs@arts-emergency.org](mailto:jobs@arts-emergency.org)

Please see our Privacy Policy to find out more about how we handle your data:  
<https://www.arts-emergency.org/privacy-policy> . 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](http://www.arts-emergency.org)

Arts Emergency

Unit W3

8 Woodberry Down

London

N4 2TG

Registered Charity Number 1152377