SALESFORCE AND
SYSTEMS ADMINISTRATOR
IMPACT DEPARTMENT

XLP is a youth work charity working to create positive futures for young people and at the cutting edge of tackling poverty and educational failure in inner London. We deliver holistic, long-term work with young people aged 11 to 25 in schools and estate communities.

As we push into the world of impact management (not just measuring what we do, but using data to improve our services), we are expanding the Impact team and looking for someone who will help to ensure our Salesforce org is the functional, user-friendly, all-singing, all-dancing database that we believe it can be. They will have both technical and emotional skills in order to convert user's requirements into system functionality. More specifically, we're looking for:

- A systems administrator for Lightning and Google forms / APIs / AppExchange integration management;
- Someone to maintain and develop XLP systems, encompassing Lightning Custom Objects, Workflows, Process Automation, Flow Interrogation / build and report generation;
- Someone with a passion and ability to build systems that enable performance reporting and give data insights.

This role reports directly to the Impact Manager.
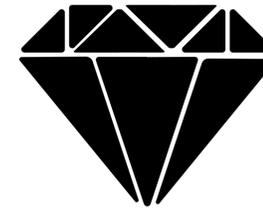
VALUES

OUR MISSION

XLP seeks to empower young people from the most disadvantaged backgrounds to complete their education and avoid anti-social behaviour, gangs and criminality and ultimately become positive contributors to their communities.
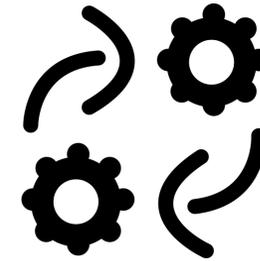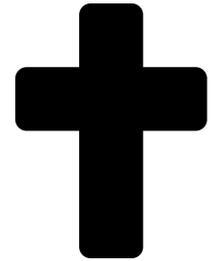
XLP
WORKING TO CREATE POSITIVE
FUTURES FOR YOUNG PEOPLE

XLP PUTS YOUNG PEOPLE FIRST

XLP BELIEVES IN WORKING FOR THE LONG TERM

XLP STRIVES FOR EXCELLENCE

XLP WORKS TOGETHER WELL

XLP IS ROOTED IN CHRIST

These are the values we live by internally, building us up as an effective community.

We are a Christian charity and are "faith based, but not faith biased". We work with young people of all faiths and none.

Candidates are required to support, uphold and sustain these values.

As a staff team we are committed to growing in diversity and inclusion and we seek to represent the communities in which we serve. We welcome applications from all backgrounds, ethnicities and genders.

KEY TASKS AND RESPONSIBILITIES

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Key Objectives

- To ensure Salesforce is as user-friendly for staff as possible to aid their collection of data;
- To enable XLP to report against its Impact and Journey of Change;
- To solve any bugs within 24-48 hours, depending on complexity;
- To deliver any new development asks within five working days;
- To identify new processes that leverage Salesforce's potential;
- To work towards Salesforce Lightning Admin or advanced accreditation.

Systems Management

- Work with the Impact Manager to solve system bugs and deliver process development asks;
- Complete an audit of the entire XLP information system, which includes Zapier, Jot form and other API processes, and document the architecture to enable fault finding and aid improvement opportunities;
- Assist the Impact Manager in improving insight and installing M&E frameworks;
- Maintain the systems, minimising downtime and improving performance for young people and staff;
- Keep ahead of technological developments and use optimiser to increase Lightning's performance.

Staff Training

- Ensure all staff are trained in order to collect complete, accurate and valid data in a timely manner;
- Complete training documentation for all processes within the system (not just Salesforce);
- Carry out refresher courses to keep staff informed of new system developments, ensure new staff are inducted, and development deliveries are properly rolled out;
- In conjunction with Youth Work Managers, ensure XLP Volunteers are trained and aware of their responsibilities to input data.

Fundraising

- Work with the Grants and Trust Manager to ensure contract deliverable information is collected and reported on time;
- Liaise with contract partners to develop impact information sharing systems;
- Work with the Impact Manager and Head of Finance to ensure contract requirements align with both the budgeting and youth work targeting processes.

WHO
YOU ARE

You will be passionate about creating positive futures for young people and seeing transformation in the lives of young people in inner-city London.

You'll be good at:
- Salesforce, with Admin Accreditation or Certification;
- Working with APIs such as Zapier and Jot Form;
- Project management and system implementations;
- Understanding what Impact and M&E means to a charity;
- MS Excel and working with other systems.

Other desirable skills:
- Familiarity with Custom Object/field set-up design, permission sets, flows, reporting and sandbox deployment;
- A Project Management qualification or equivalent experience;
- Experience in working with Not For Profit/charity Youth Sector data analytics;
- Had involvement with Business Process Reengineering or charity-based Impact measurement;
- An excellent "people centred" problem solver;
- Some working knowledge of the Non Profit Success Pack.

We're committed to providing ongoing training and support for all our staff for them to develop and thrive in their roles.

All XLP staff and volunteers have enhanced DBS disclosures and work within strict safeguarding guidelines.

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Terms of Employment

This is a full-time role, with normal working hours and some evenings and weekends as required. The role is office based with some home working.

Location: City of London

Contract: Permanent

Salary: £26,000 - £28,000

How to Apply

You can apply for the role using the online application form at www.xlp.org.uk/jobs

Submission Deadline: Applications should be completed by Midday (12pm) on **6th June 2022**
XLP will be interviewing as applications come in, with the right to close the advert if the appropriate candidate is found before the deadline close.

Interview Process: Successful candidates will be invited to two stages of interview.

If you have any questions about the role, please contact us at **jobs@xlp.org.uk**

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