



- Uploading ad-hoc batch data from Campaigns e.g. Just Giving or historical data.
- Spot trends with issues and feedback into system development or training.
- Oversee data governance log: maintaining log of changes to review with the team, discussing effect on budget and system usage to inform decision making.

Training and support:

- Oversee user set ups, create new user profiles, and share best practices according to GDPR practices.
- Oversee smooth onboarding and training process for new members to ensure effective adoption.
- Keep training materials related to key objects updated, host internal webinars to address new feature introductions or common issues to troubleshoot.
- Promptly troubleshoot any user issues and feeding these into training to prevent it happening again.
- Respond to individual questions from users on Slack and share tips and tricks via internal newsletter and Slack.

Automations and Development:

- Manage the integration of FormAssembly, ensuring all connectors work well and troubleshoot and update individual forms when needed.
- Support users with the building of individual Form Assembly forms, updating when needed (ad hoc) and embedding them into their websites.
- Perform developments such as creating new fields, updating picklist values, page layouts, forms, automation configuration, formula fields, and other content. Work with core team to assess where a development is foundation specific, and where it should be applied across all users.
- Act as key point of contact with our external Salesforce consultants on any requests of flow maintenance or improvements and monitoring effective use of credits and budgets.

Reporting:

- Build reports and dashboards for each key Object – spot trends and suggest improvements.
 - Opportunities - pipeline and income reports for board meetings, working with fundraising team to extract analysis and develop useful tools.
 - Grants - tracker and applications analysis, extraction of impact data for evaluation purposes, setting up a system for monitoring grant system is used properly.
- Provide quarterly diagnoses of user adoption levels across the network.
- Work with local foundation executive directors to prepare quarterly data for trustee meetings and annual reports.

Manage IT systems with the support of an outsourced consultant:

- Act as a key point of contact with our outsourced IT company, overseeing the creation of new users and managing the leavers' processes.
- Ensure MS365 systems are working effectively for current users and troubleshoot issues as a first point of contact before liaising with outsourced providers.





- Maintain an up to date 'how to guide' for our intranet, ensuring all users know how to use it and find what they need.
- Recommend Cyber Security improvements.
- Procure IT equipment for team with support of external consultant.
- Maintain an up-to-date list of active users, MS 365 licenses and Antivirus license protection.
- Oversee the IT budget by approving expenses on a regular basis.
- To manage website domains – purchasing new ones on request, performing updates or providing access to web designers.

Data Protection Officer point of contact:

- Ensure Conservation Collective is compliant with and follows the Information Commissioner Office Data Protection policies (GDPR) – related to Mailchimp, Salesforce and other places we hold data.

Essential criteria:

- Passionate about nature and the environment
- Understanding of and experience in Salesforce User Management
- Knowledge/skills in improving business processes, overseeing testing; identifying and implementing systems enhancements.
- Experience of being able to communicate well with and support non-technical colleagues.
- Strong communication skills, verbal and written.
- Ability to work methodically.
- Ability to work quickly and accurately.
- A keen eye for detail.
- Demonstrable ability to work independently.
- Energetic approach to work and a desire to learn.
- Experience in not-for-profit sector

Strongly desirable criteria:

- Salesforce Administration Certificate.
- Salesforce Trailhead badges.
- Awareness of GDPR regulations.
- Comfortable with using MS Office suite, Slack and Canva environments.
- Familiarity with complex accounting models (affiliates, branches, restricted and unrestricted funding).
- Experience of working in a fast-paced environment that is constantly growing and adapting.
- Being able to speak Spanish, Greek or Italian would be a bonus.

Benefits: being part of a dynamic, creative, and growing team working to amplify the impact of local grassroots environmental work, as well as:

- Flexible working as standard (hours and location)
- Flexible holiday allowance
- Private medical insurance
- Discretionary annual bonus
- Salary sacrifice pension scheme
- CPD opportunities



- Possible travel in the UK and internationally
- Saving the world!