

Conservation Collective – Systems Specialist

- Hours: four days a week (flexible hours structure subject to prior agreement).
- Salary range: £26,000 £28,000 p/a pro rata 4 days a week.
- Start date: May 2024
- Location: Remote, ideally close to, or with easy access to, London to attend regular meetings and events (average 1x per month).
- Line manager: Finance Director
- Working closely with: Executive Director, Network Director, Development Officer, Programme Manager, Development Officer, Network Coordinator

To apply send your CV and a short cover letter by May 1st to beckym@edelweisshr.co.uk.

Are you a Salesforce whizz? Are you a highly organised, proactive, and confident person, with great attention to detail who is passionate about the environment? Great, you're in the right place then, read on.

Conservation Collective (CC) funds solutions to protect the environment, restore nature, and safeguard against climate change. The CC UK charity incubates, launches, and supports locally focused foundations, which open new funding channels to support the most impactful environmental grassroots projects. Our network comprises 20 members based all over the world and is growing.

We manage and monitor our donor relations, grant giving governance, contacts, and event activities, via a bespoke and customised salesforce system. This was launched in September 2021, and has been developed and configured to meet our growing needs since then. As the demand for our model increases around the world, we need a highly capable systems specialist to support us to ensure our data systems are well managed, users are trained, and we can create accurate reports for our donors and other audiences. The role will report to the Finance Director and will work closely with the rest of the team. This is a critical role that is central to the success of building a robust organisation, and there is opportunity for an ambitious candidate to grow in responsibility with it.

Key Responsibilities

Oversee Salesforce System: maintenance, training, development, and reporting

Maintenance & Administration:

- Ensure key objects on Salesforce such as accounts, contacts, opportunities, campaigns and grants are working effectively.
- Maintain reliable records in all objects on Salesforce by merging duplicates regularly, processing user deletion requests, managing sharing settings as required, and updating records with up-to-date information on key stakeholders (e.g. trustees, contractors etc).
- Ensure regular data cleaning to enhance the credibility and adoption of the system (anonymous household deletion, spot-checking fields to check automation is working).
- Weekly data back-ups.







































- 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
- 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.
 - o 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!



































