



Conservation Collective - Systems Administrator

- Hours: Full time (flexible hours negotiable).
- Salary range: £33,000-35,000 per annum (depending on experience)
- Start date: As soon as possible
- Location: Remote, will need to be able to travel to London to attend meetings (average 4 per year).
- Line manager: Finance Director
- Working closely with: Executive Director, Network Director, Development Officer, Programme Manager, Development Officer, Network & Events Officer

To apply send your CV and a short cover letter by September 11th to hr@edelweisshr.co.uk.

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 early 2022 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 Salesforce Administrator to support us to ensure our system is well managed, users are trained, and we can create accurate reports for our donors and other audiences. We're looking for someone who can not only ensure that the existing system works well, is well managed and who can help us generate high-quality reports from the system to help us to raise more funding to support grassroots conservation work.

The role will report to the Finance Director and will work closely with the rest of the team in the UK and around the world, it is a critical role that is central to the success of our global network, and there is lots of scope for an ambitious candidate to grow in responsibility with it.

Key Responsibilities

Oversee Salesforce System: maintenance, administration, prioritisation and training

Maintenance, user management, support and development

- Administer and maintain the Salesforce platform, managing user access, profiles, roles, and security settings.
- Monitor system performance, troubleshoot issues, and resolve any operational or functional problem.
- Maintain reliable records in all objects on Salesforce by eliminating duplicates monthly, processing user deletion requests and updating records for lists with up-to-date information on key stakeholders (e.g. trustees, contractors etc).



- Ensure automatic back-ups are working and up to date and an understanding of how to restore back-ups if needed, protecting our organisational data.
- Maintain comprehensive documentation of Salesforce configurations and process.
- Managing Data Import Templates to upload ad-hoc batch data into Opportunities, using Data Loader or any other data import and data quality tools-
- Oversee data governance log: maintaining log of changes to review with the team, discussing effect on budget and system usage to feed into prioritisation of new features and functionality, support the communication of any platform changes to end users
- Manage onboarding and offboarding users both with Salesforce and Microsoft platforms.
- Oversee smooth onboarding and training process for new members and refresher training where appropriate to ensure effective adoption and system use.
- Respond to individual questions from users via tickets, on Slack and share tips and tricks regularly via Slack Channel updates to review any Salesforce learnings, any features from latest Salesforce release, any security updates, any best practices.
- Work with our external Salesforce consultants on any requests of flow maintenance or improvements and monitoring effective use of credits and budgets.

Form Assembly Management

- Manage the integration of Form Assembly with Salesforce ensuring all connectors work well and troubleshoot and update connections where needed.
- Support users with the building/maintenance of individual Grant Application forms, updating when needed (ad hoc) and embedding them in their websites.
- Future scope any gaps in the Grant Application process, improve data management using validation, document and improve on existing processes.

Dashboard and Reporting Management

- Support us to produce effective and easy to understand reports from the system:
 - Opportunities - pipeline and income reports
 - Grants - tracker and applications analysis,
 - Impact – dashboards and project reports
 - Best Practice Metrics – support and create best practice reports
- Provide quarterly analysis of user activity in the system, identifying and addressing trends or issues that arise from this
- Support the senior management team to prepare quarterly data and reports for trustee meeting and annual reports.

Overseeing our IT systems with the support of outsourced consultants

As well as the Salesforce administration, the candidate we're looking for will also be able to:

- Be a key point of contact with our outsourced IT company, overseeing the creation of new users and managing the leavers' processes on the MS 365 environment
- Support CC team to maintain and ensure Sharepoint intranet is working smoothly and is up to date, user management of licenses and active users, their security settings, distribution lists.

Support the Data Protection Officer in data protection matters.



The successful candidate for this role will need to demonstrate:

- Proven experience as a Salesforce Administrator, who holds Salesforce Administrator certification.
- Proficiency in Salesforce Lightning Experience.
- Solid understanding of Salesforce security models, including roles, profiles, and permission sets.
- Clear communication skills, both verbal and written. This is vital in supporting colleagues with less technical experience.
- Understanding of a Microsoft 365 environment
- Excellent problem-solving skills with the ability to troubleshoot and resolve system issues
- Self-motivation, detail-orientation and the ability to manage multiple priorities in a fast-paced environment and escalate where needed.
- Ability to work independently/remotely.
- Experience in not-for-profit sector

Ideally, they'll also be:

- Passionate about nature and the environment.
- Comfortable with using Slack and Canva environments.
- Being able to speak other languages, 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)
- Unlimited holiday allowance
- Private medical insurance
- Salary sacrifice pension scheme
- CPD opportunities
- Possible travel in the UK and internationally
- Saving the world!