

# Salesforce Consultant

## Applicant information pack



We are

**1,400**

different food bank locations

**40,000**

volunteers in our network

**12,000**

churches supporting us

**100,000+**

community groups and schools and millions of  
people across the UK ready to take action

And together,  
we are ~~Trussell~~.

# Introducing Trussell

**Our vision is for a UK without the need for food banks or put another way, we exist so everyone can be free from hunger.**

We're an anti-poverty charity and community of food banks. We work together to ensure no one in the UK needs a food bank to survive, while providing food and practical support to people left without enough money to live on.



# Our mission

We exist so that everyone in the UK can be free from hunger.  
We work together to ensure no one needs a food bank to survive.  
Until that happens, we will continue to stand alongside people facing hardship, providing emergency food and practical support to people left without enough money to live on.

# Our values

Our values underpin everything we do. Hunger and poverty are not inevitable, and we all have a responsibility to take action.



## Compassion

This motivates us to stand alongside people facing hardship and provide support and care for individuals.



## Community

As people, we are all interconnected, and because of this we have a responsibility to support one another.



## Justice

This drives us to insist that it is not right that somebody should experience hunger or poverty, and take action to change this.



## Dignity

We recognise the value of every individual, prioritising other people's needs and concerns in the spirit of friendship.

# Ending hunger together

Last year, our community of food banks distributed 3.1 million emergency food parcels – the most ever in a single year.

People need food banks when they don't have enough money to afford the basics forcing impossible decisions like whether to heat their home or put food on the table, or whether to go without toiletries like shampoo, toilet roll or tampons.

Hunger in the UK isn't about food – it's about income.

We need urgent action on hunger in the UK. People are being pushed to the brink because they don't have enough money to live on. This can't go on. We refuse to stand by while so many of us can't afford to eat, keep warm and pay the bills.

# How will we end the need for food banks?

Food banks are a vital lifeline for so many people facing hardship, but in a just and compassionate society, no one should need one.

Not so long ago, food banks were not needed to the extent they are today. Our social security system was created 80 years ago to protect people from hunger and hardship, and for decades after, people were a lot less likely to need a charity's help for the essentials. So we know things can be better.

We know what's pushing people to food banks and we know the building blocks needed to end hunger for good.



# The role

**Programme:** Knowledge Transformation

**Responsible to:** Head of Systems and Architecture Development

**Responsible for:** Salesforce Administrator

**Hours:** Full-time (35 hours per week)

**Salary:** £55,019.59 per annum plus benefits

**Based:** Based from home, London or Salisbury - travel around the UK as necessary including attendance at staff conferences, 121's and team away days

## Role outline and purpose

A Senior/managerial Salesforce role accountable for driving forward the continued rollout, design, build and development of Salesforce and related applications; aligned with the Trusts strategy, values and goals.

This role is part of Trussell's Knowledge Transformation programme, the goal of which is to gather and curate our collective knowledge as Trussell and food banks, and equip people to harness this knowledge to drive forward our mission. As a member of an enabling programme, this role is focused on the successful delivery of the Knowledge Transformation programme outcomes, which underpin and enable the outcomes of our 5 external programmes - together contributing to the fulfilment of our long term vision of a UK without the need for food banks.

## Responsibilities

- Create, document and prioritise application requirements by working together with team subject matter experts and end-users to develop new functionality.
- Work with management, strategic planning and end-users to automate business processes.
- Strong knowledge of Salesforce automation (such as workflow rules, process builders and flow) is integral to the role.
- Manage multiple Salesforce project streams, identifying projects which require assistance from the implementation partner, and manage projects from pipeline to production.
- Own the development and configuration function by becoming a technology ambassador for the solution, demonstrating its 'use of' cases, and ensuring Trussell gets the best return on its investment by using the platform to its fullest extent.
- Create and maintain documentation on processes, policies, application configuration and help related materials as database applications are developed.

# Person specifications

## Technical skills and minimum knowledge

- Salesforce Certified Administrator/Non-profit Cloud Consultant
- Track record of Salesforce deployments, releases and environment management
- End to end lifecycle process management of Salesforce Application development
- Working with internal customers and external vendors to gather requirements and design technical solutions
- Previous experience as a Salesforce Administrator

## Behaviours and competencies

- Committed to ongoing professional development
- Supportive team-worker and facilitator
- Demonstrates a commitment to the values of Trussell
- Demonstrates empathy for people from disadvantaged, marginalised or socially-excluded backgrounds
- Contribute to the effective and efficient running of the ICT Office as appropriate
- Role models inclusive behaviour, values and leadership

## Key stakeholders

- SLG
- Knowledge Transformation programme team
- Together with Trussell programme team
- Fundraising
- Give Clarity (vendor)

Committed to being a  
**menopause friendly**  
employer



If you have questions about this position, please call  
01722 580 180 or email [recruitment@trussell.org.uk](mailto:recruitment@trussell.org.uk).

**[trussell.org.uk/jobs](http://trussell.org.uk/jobs)**

Trussell is the operating name of The Trussell Trust a registered charity in England & Wales (1110522) and Scotland (SC044246). Registered Limited Company in England & Wales (5434524).