

Salesforce Administrator

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.



Justice

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



Community

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



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: Salesforce Consultant

Hours: Full-time (35 hours per week)

Salary: £45,029.60 per annum plus benefits

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

Role outline and purpose

The Salesforce Administrator delivers high-quality configuration, development and support of the organisation's Salesforce platform to ensure it effectively enables Trussell's strategic and operational goals. The role designs and maintains CRM solutions, manages enhancements and supports users to adopt efficient, data-led ways of working. By ensuring a stable, well-governed and continuously improving Salesforce environment, the role strengthens organisational effectiveness and enhances decision-making across teams.

This role is part of Trussell's Knowledge Transformation (KT) Programme. The Knowledge Transformation programme is an enabling programme at the heart of Trussell's strategy, focused on gathering, curating and sharing our collective knowledge so that it can be used effectively to drive our mission. It brings together our systems, data, insight, and ways of working to ensure that the right information is available to the right people at the right time. By strengthening our technology, improving data quality and access, and building confidence across teams and food banks to use insights effectively, KT enables more informed decision-making, stronger collaboration, and greater impact across all our programmes.

Key Responsibilities

- **Design and delivery effective Salesforce solutions.**
Design and delivery effective Salesforce solutions by analysing user needs and translating them into Salesforce requirements and configurations to deliver reliable, user-centred solutions to improve workflows and system performance
- **Co-ordinate CRM project delivery.**
Work with the internal and external stakeholders to manage multiple CRM change projects, co-ordinating requirements, testing and deployment to ensure timely, high-quality delivery
- **Manage Issue resolution and enhancements.**
Work with external suppliers and internal teams to troubleshoot issues, deliver enhancements and oversee changes, ensuring solutions follow best practice and meet organisation needs,
- **Enable and support Salesforce user adoption.**
Enable and support user adoption of Salesforce by providing user support training and

documentation to strengthen system understanding and ensure consistent, confident use of Salesforce across Trussell.

- **Maintain and Improve Data Quality.**

Monitor data quality and proactively resolve issues, guiding teams to maintain accurate, consistent data that strengthens reporting and decision-making

- **Drive continuous Salesforce Improvement.**

Continuously improve the Salesforce platform and ways of working by staying informed of Salesforce developments, identifying opportunities for improvement and to contribute to the ongoing enhancement of CRM processes and functionality.

Person specifications

Core Knowledge

- Salesforce platform administration principles, including configuration, data management and security
- Salesforce Nonprofit Success Pack (NPSP) or Non-profit Cloud structure, objects and functionality
- CRM design principles, including process mapping, user experience and data governance
- Understanding of data quality, data protection and good information management practice
- Experience with third-party products such as Demand Tools, Click Deploy, Form Assembly, Own Backup, Apsona

Essential Skills

- Stakeholder management and the ability to influence and guide others to adopt best practice
- Ability to effectively communicate complex technical content to non-technical audiences.
- Strong analytical and problem-solving skills, with the ability to interpret requirements and translate them into technical
- Effective planning, organisation and prioritisation skills to deliver multiple tasks and projects in a multi-stakeholder environment
- Collaboration and teamwork with the ability to work across different internal and external teams and functions
- Ability to manage testing, documentation and change processes in a structured and consistent manner

Key Experience

- Experience delivering Salesforce configuration and administration in a professional setting
- Experience managing CRM-related projects or workstreams
- Experience working with complex CRM datasets including imports, updates and data quality activities
- Experience collaborating with technical vendors or consultants to deliver enhancements or troubleshoot issues

Special Requirements

- Salesforce Certified Administrator/NPSP Certified.

Key Stakeholders

| Stakeholder/Group | Interaction | Frequency (Regularly/Ad-Hoc/Project specific) |
|-----------------------------|---|--|
| Internal | | |
| Salesforce Consultant | Line manager | Regularly |
| Programme Team Members | Collaborate to delivery shared Salesforce objectives and support user needs | Project specific |
| Salesforce users | Provide support, gather requirements, deliver training and guidance | Regularly |
| Mission Enabling Teams | Co-ordinate on system dependencies and security | Ad-hoc |
| System Teams | Co-ordinate on system dependencies | Ad-hoc |
| | | |
| | | |
| | | |
| External | | |
| Salesforce Support Agencies | Manage to ensure smooth delivery of day-to-day CRM and projects | Regularly |
| Salesforce | Manage to ensure smooth delivery of day-to-day CRM and projects | Ad-hoc |

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.

trussell.org.uk/jobs

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