

Role Profile/Person Specification

About the Education and Employers Taskforce

The Education and Employers Taskforce was launched as an independent charity in October 2009. Its aim is to ensure that every school and college has an effective partnership with employers which provide young people with the inspiration, motivation, knowledge, skills and opportunities they need to help them achieve their potential and so secure our national prosperity.

The Taskforce's Partnership Board comprises the leaders of the main representative organisations from education and employment and the Trustees are principally senior business leaders with an interest in education.

Job Title:	IT & Salesforce Systems Administrator
Reports to:	Programme Director Inspiring the Future
Location:	2 nd Floor, Weston House, 246 High Holborn, London WC1V 7EX
Position Status:	Technical
Remuneration:	£25K - £30k
Additional Terms:	30 days paid holiday, exclusive of Statutory Holidays

Appointment Terms: This role is full-time, permanent and office based in Holborn as per contract and subsequent letters amending.

Overview

A rare opportunity to join one of Britain's most innovative and high profile education charities: the purpose of the role is to develop and manage relationships across a range of national and local delivery partners supporting the development of our key programme Inspiring the Future and related Apprenticeship work streams raising awareness of, and interest, in Apprenticeships among young people.

Inspiring the Future <http://www.inspiringthefuture.org/> is administered by small charity the Education and Employers Taskforce, visit: <http://www.educationandemployers.org/>

About Inspiring the Future

Inspiring the Future (ITF) is a completely free employee volunteering in education initiative launched across England in July 2012. It was developed with extensive input from employer and schools bodies. In its initial phase of development, it aims to recruit by 2014 more than 50,000 employee volunteers to register on the site, identifying themselves as people willing to go into state schools to talk to pupils about their jobs and career pathways. There is huge demand within schools for such a resource. The project has strong cross-party support and has generated significant interest from schools/colleges and employers. The system went live in October 2011, allowing both volunteers and schools to register on the system.

Since its launch more than half of all secondaries in England have registered to use ITF. The programme now needs to target its growth, ensuring appropriate balances are in place between demand from schools and supply of volunteers across all local authority areas, and that volunteers from key economic sectors and professional profiles are effectively represented. Over the next twelve months, new activities will be enabled in the ITF portal – as well as career insight talks, serious consideration is being given to using the portal to connect employers and schools/colleges over job shadowing, reading and number partners (primary) and workplace visits. Moreover, the Taskforce is seeking to respond effectively to national and international partner requests to provide a wider range of related services connecting education and economic communities. Over this period of substantial enhancement and growth, it is essential that Inspiring the Future continues to operate smoothly whilst it is continually enhanced to provide optimal user experiences. The programme is underpinned by a CRM system, built within Salesforce, with substantial bespoke enhancements, which was initially built with substantial pro bono support from Deloitte. The Taskforce has a lively PR programme, supported by active website and twitter feed management.

From this spring, the Taskforce is embarking on a significant programme of work to raise awareness of, and interest in, Apprenticeships among young people. Our objectives here will be delivered both through Inspiring the Future and in partnership with national and local delivery partners.

Job Description

The IT & Salesforce Systems Administrator (ITSA) will report to the Programme Director: ITF and be responsible for ensuring that the Taskforce has the most efficient and cost effective IT operating structure, its further development, including its Salesforce system. The ITSA will work with users and Taskforce staff to identify and specify system enhancements, provide support where users are having difficulties and ensure a good 'user' experience on the system. The ITSA will also identify existing weaknesses within the system, either resolving them directly or managing external service providers to deliver timely solutions.

Key Accountabilities

- Ensures the day to day smooth running of the IT infrastructure, including the Salesforce system, identifying and correcting problems in a timely manner:
 - Monitors and improves data quality and integrity
 - Ensures full data security and back-ups
 - Provides service to all internal users; troubleshoot and resolve issues
 - Completes bulk imports and extractions of data (using data loader)
 - Develops and maintains dashboards, reports, variation rules, workflows, custom report types and custom objects

- Makes minor changes to Visual Force pages
 - Uses 'Salesforce apps' – in particular Vertical Response and Clicktools
 - Manages development of the Taskforce Salesforce Org and Inspiring the Future enhancements – working with external Salesforce development organisations.
 - Produces system documentation as required.
 - Logs and raises issues with the Taskforce's Salesforce Org and Inspiring the Future portal
 - Deals with enquiries and providing support to external organisations and individuals using the Inspiring the Future portal.
- Supports the management of the Taskforce's website and twitterfeeds, managing the interface with outsourced providers
 - Agrees with users, internal and external enhancements needed; puts together project specification, manages the contracting out process and oversees project delivery on time and within budget.
 - Stakeholder management - Dealing with external organisations and individuals from a range of backgrounds
 - Provides first line support to all Taskforce staff in all IT matters, providing working hardware, efficient printer access
 - Ensures all staff are trained in Salesforce

Other

- Supports Taskforce activity generally, participating in and supporting events where necessary representing the Taskforce at public events and, potentially, in media opportunities, effectively amplifying key Taskforce messages to diverse audiences
- Identify and participate in an agreed volunteering activity in the field of education to gain a better knowledge of education for 5 days in the year

Person specification

Skills/ Knowledge/ Expertise

Essential

- Leader experience in IT management
- Experience and ability to administer Salesforce.com with at least 1 years experience
- Experience of data manipulation and cleaning
- Using MS Office applications to a high level including excellent Excel skills
- An understanding integration scenarios, process and design
- Proven Salesforce/IT project management experience
- Effective management of contractors
- Experience of liaising with a variety of different stakeholders
- High level analytical and problem-solving skills
- Provide technical support, training and assistance to users/ Training non-technical staff in Salesforce or other applications
- Effective project planning skills with proven experience of developing and delivering successful projects to deadline, specification and within budget
- Familiarity with Customer Relationship Management database systems, notably using Salesforce and cloud computing CMS systems

Desirable

- Salesforce Administrator Certification
- Experience of using 'Salesforce apps' in particular Clicktools and Vertical Response
- Experience of using Salesforce 'Authenticated Sites' / Portal Users
- Experience of using Salesforce 'Visual Force'
- Good knowledge of contracting
- An understanding of the intersections between education and employment
- Knowledge and first-hand experience of effective Management Information analysis
- Good level of education

Personal Attributes

- Personable, customer oriented
- Ability to anticipate requirements and act to provide workable solutions
- Creative and solutions orientated, perceiving processes as the means rather than the end and as an aid to effective delivery
- Work effectively though external suppliers
- Demonstrates sensitivity and possesses the ability to manage effectively the organisational tensions that necessarily exist in small organisations
- Team Player: working collaboratively and flexibly to achieve outcomes

Application

The closing date for applications is 5pm on Tuesday 19th March 2013 and candidates will be notified by close of play on Friday 22nd March if they have been shortlisted.

Interviews will take place on Monday 25th March at the Taskforce's offices in Holborn, London.

Please send a CV and Covering Letter setting out your interest in and suitability for the role to Robert McKenzie, Finance & Administration Manager

Robert.mckenzie@educationandemployers.org