Frontline

Salesforce Administrator

Operations

Job pack

Our mission

Frontline is a charity with a mission to make life better for children at risk of harm, by improving the services that support them. Hundreds of thousands of children experience or are at risk from abuse and neglect at home, sexual and criminal exploitation outside the home, and other harms. For these children, the right support and protection can make all the difference.

That's why we help social workers and other children's services to develop excellent practice and leadership. And why we are cultivating innovative new approaches to child protection and driving positive systems change for children.

Frontline

Important information

Reports to: Salesforce Team Lead

Salary: £45,288.27 (£48,863.65 inclusive of London office allowance) plus competitive pension

Contract: Full-time, permanent. We would consider 30 hours/4 days a week for the right candidate.

Location: Hybrid, 2 days a week expected in our London office.

Those living outside the M25 can opt to not receive London office allowance and agree a more flexible office attendance pattern at offer stage. Please note that travel to the London office is at your own expense.

The team you will be working in:

Salesforce team is within the Culture and Operations directorate and works closely with colleagues across the charity. Projects aim to improve the use of data and range from regular maintenance and user support to large scale cross-team implementation projects.

We are a small agile team looking for someone who is passionate about Salesforce. We will encourage you to learn and grow in this role and you will have access to training and support to further develop your knowledge and skills.

Direct reports: none

Closing date: 10th November 2026

Interviews:

- First round: w/c 16th November (technical, remote)
- Second round: w/c 23rd November (remote)

Frontline

Job description

Frontline is entering an exciting period of growth and development as we continue to expand our programme portfolio and strengthen the support we provide to social workers and leaders throughout their careers.

We deliver a range of programmes and services that support participants at different stages of the social work career pathway, from those entering the profession through to experienced leaders. As our organisation grows, we are continuing to invest in the people, systems and capabilities needed to support high-quality delivery across our portfolio.

As we move through this period of growth and change, some aspects of the role, including its job title, reporting line and directorate, may be subject to change as our future organisational structure takes shape.

The role

Salesforce Administrator plays a key role in supporting and developing Frontline's highly customised Salesforce instance and associated integrations. You will be overseeing the configuration, maintenance, development and improvements, ensuring colleagues have a reliable, accessible and user-friendly experience.

Working within the existing Salesforce team, the postholder will collaborate with programme, partnerships, fundraising and delivery teams to translate business requirements into effective Salesforce solutions, including automated workflows, Flows, reports and dashboards, data models, and user-facing tools.

Frontline

Job description

Key responsibilities

- Hands on configuration of new and existing admin features including user management, security, custom objects, page layouts, validations, approval processes, flows.
- Work with the Salesforce team to provide support for other systems as required by the needs of the organisation, e.g. FormAssembly, Marketing Cloud, API integrations, DocuSign.
- Provide ongoing technical support to Frontline's 100+ Salesforce users via prompt and complete resolution to challenges faced by staff.
- Create and maintain reports and dashboards, lightning email templates as well as internal technical and user-facing documentation.
- Partner with internal stakeholders to proactively identify, drive, and build improvements, enhancements, and system customization that solve changing organisational needs.
- Seek out ways to utilise Salesforce to improve processes and productivity, and make recommendations to support an organization scaling at a rapid pace by keeping up to date with Salesforce and other software releases, features and best practices.

Frontline

Experience and knowledge

	Essential or desirable	Where this will be assessed?
2 years comprehensive experience in a dedicated Salesforce Administrator role, with responsibility for Salesforce administration, configuration, troubleshooting, and user support.	Essential	Interview and application
Hands-on experience building and maintaining automation using Salesforce Flow (record-triggered, screen, scheduled), including debugging and optimising existing flows.	Essential	Interview and application
Experience managing users, profiles, permission sets, roles, sharing rules and field-level security, with a good grasp of data security principles.	Essential	Interview and application
Experience with data management: imports/exports (Data Loader or similar), deduplication, data quality, and maintaining data integrity.	Essential	Interview and application
Knowledge of Salesforce upcoming releases and features.	Essential	Interview and application
Certified Salesforce Platform Administrator (previously Salesforce Administrator).	Desirable	Application
Experience with FormAssembly, Jira and full cycle project management	Desirable	Interview and application

Frontline

Skills and characteristics

	Essential or desirable	Where this will be assessed?
Analytical and troubleshooting skills with keen attention to detail.	Essential	Interview and application
Ability to communicate technical ideas to those with less expertise.	Essential	Interview and application
Ability to identify and prioritise requirements across the organisation and communicate these appropriately.	Essential	Interview and application
Curious and keen to ask questions and not reach for the easy answer.	Essential	Interview and application
Committed to how technology and data can help drive organisational efficiency and effectiveness, and social good.	Essential	Interview and application

Frontline

Eligibility

It is important to us that you are aligned with our values and committed to:

- working to deliver our mission and helping achieve our vision
- creating a culture of freedom and responsibility
- actively dismantling discrimination in your role

Right to work

All appointments are subject to the successful candidates demonstrating their right to work in the UK.

How to apply

If this sounds like the right role and organisation for you, please **submit your application** online.

Please note that we reserve the right to close all roles early if we experience a high number of applications. If you think the role is a right fit for you, please apply as soon as you can.

Diversity means stronger teams and we want Frontline to reflect the communities we serve. Therefore, we are actively seeking applicants from global majority backgrounds for this role.

We are a disability confident employer and welcome applicants with disabilities. We ensure a diverse shortlist for all our roles, so when prompted, we encourage you to share this information with us if you are willing to do so.

Please let us know how we can make the recruitment process more accessible for you by emailing people@thefrontline.org.uk

Want to find out more?
Please contact: Valentina Cimpan / Salesforce Team Lead / Valentina.Cimpan@thefrontline.org.uk

Frontline

Our culture of freedom and responsibility

Freedom and responsibility is how we stay true to our mission: trusting people to use their judgement, take ownership and do what's right for children. It's what keeps Frontline creative, caring and courageous.

Freedom and responsibility has four pillars:

1. Putting children first
2. Making equality, diversity and inclusion everyone's business
3. Working as one team
4. Making decisions based on professional judgement and evidence

Learn more about our culture

Frontline

Diversity and inclusion

We believe that diversity makes for a stronger team and our employees come from a range of backgrounds with varied expertise.

We are actively seeking to bring people with different lived experiences into the charity. We aim for a workplace that is welcoming for all and diverse in age, disability, ethnicity, gender, race, religious belief, sexual orientation, social background and any other forms of identity.

In our most recent demographic survey, 26% of employees are from global majority backgrounds, 17% are disabled and 20% identify as LGBTQ+.

We are committed to:

- Being an actively anti-racist and inclusive organisation
- Taking an inclusive approach to recruitment
- Equipping our employees with the relevant knowledge to support these aims

PinkNews Awards 2019 · enei · We are a Living Wage Employer · disability confident EMPLOYER · HALO

Frontline

Our benefits

We know that working here is more than just a job title. Our benefits are a way of recognising employees for the important work they all do

Community

- Employee affinity groups (incl. LGBTQ+, Black affinity group, global majority, disabled and neurodivergent, parenting Network)
- Employee resource groups (incl. diversity and inclusion working group, sustainability working group)
- Organisational away day once a year
- Regular social activities (virtual and in-person)
- Staff in social work roles can join the Fellowship community after one year of service

Family

- Enhanced occupational maternity, adoption, paternity and shared parental leave policies
- Foster and kinship care policy
- Time off for fertility treatment / IVF appointments

Learning and development

- CPD / learning and development calendar and apprenticeships
- Tailored in-house workshops
- Coaching with qualified professional coach
- Mentoring scheme for underrepresented groups

Frontline

Our benefits cont.

Holidays

- 25 days annual leave, plus bank holidays and office closure from 25 December to 1 January
- Holiday entitlement increases by one day every year after two years' service (up to max. 30 days)
- You can buy up to five days annual leave a year

Health and well-being

- Employee support service: 24/7 confidential advice line and counselling
- Occupational health support
- Life assurance scheme: death in service benefit of x3 annual salary
- Free eye test and flu vaccine
- Sabbatical after 3 years' service (up to 6 months)

Pay, pension and loans

- Transparent salary structure, job evaluation to ensure benchmarking and competitive pay
- Up to 8% employer pension contribution, via salary sacrifice
- Interest-free bike and season ticket loan
- Interest-free deposit loan for renting or buying a new home

Flexible working

- Home-working around the needs of your role
- Flexibility around our core hours (10am-4pm)
- Mission aligned volunteering time (up to 3 days)

Frontline