



Supporting rural community-owned businesses

RECRUITMENT PACK

Salesforce Administrator
April 2025



Introductory message from the Chief Executive

Thank you for your interest in the role of Salesforce Administrator.

We are delighted to provide you with an application pack and it is hoped that the information provided will be of interest and help you with your application process.

Plunkett UK is an established charity dating back to 1919, but our focus is firmly on the present and ensuring our work remains relevant to the communities we seek to represent. Our five-year strategy (2022-2026) outlines our ambition to grow the community business sector in terms of size, geographic reach and impact. This is because of the potential the community business model has in **transforming the lives of people living in rural communities and the positive contributions they can make to the local economy and to the environment.**

Plunkett has always been an organisation that adapts and evolves to ensure its relevance to society and is making the most difference to people, place and planet. I joined the organisation in 2007 and was appointed CEO in 2017. I can honestly say, **I have never known Plunkett's support be in such demand as it is today**, and this reassures me that we are on the right path.

I am particularly proud to be leading Plunkett through its next chapter and diversifying our income streams through corporate partnerships and earned income via membership and consultancy. We have recently launched our vision and action plan for making the countryside **a more welcoming and inclusive place for a diverse society to live, work and visit.** We actively push for change, through our policy and advocacy work with government departments, ministers, think tanks and local authorities across the UK – representing our members and enabling a more supportive environment for community businesses to set up and thrive.

With these exciting plans ahead of us, we are looking for new staff to join us who are passionate about what we do and are equally excited about the journey ahead of us. It doesn't matter what your role is at Plunkett, we are a team who work and support one another to achieve our goals. **Everyone has a voice at Plunkett**, and if successful, you will be encouraged to use yours and influence our internal culture as well as our future growth and external impact. As CEO, I believe in working hard, and set a culture of high quality leadership with ambitious but obtainable targets. It is also my role to ensure **everyone is given the opportunity to learn, develop and thrive.** But I also strive to create an environment which is fun and rewarding to be part of.

Finally, thank you once again for your interest in Plunkett UK and the position available. I hope that this introductory letter has given you a clear sense of our culture and ethos as well as a feel of what we are looking for. If you decide to apply, we do appreciate how long it takes to apply for jobs and you can be sure we will take time and care in reading your CV and supporting statement.

We look forward to hearing from you and exploring your future with us through our selection process.

Yours faithfully,

James Alcock, Chief Executive

Information about the role

Job Title:	Salesforce Administrator
Location:	Office based position in Woodstock, Oxfordshire
Reporting to:	Head of Community Business
Salary Range:	£28,000 - £44,675 (starting salary expected to be £33-£35k) pro rata
Contract:	Permanent
Hours:	0.6 FTE

Plunkett UK

Plunkett UK, the operational name for Plunkett Foundation, is a national charity supporting people in rural areas to set up and run successful businesses in community ownership. We do this to achieve our UK-wide vision for resilient, thriving and inclusive rural communities.

What is a community business?

Community-owned businesses are owned and controlled by community members, who each have an equal and democratic say in how the business is run. They can be any type of business ranging from village shops, pubs and cafes, through to woodlands, fisheries and farms.

Why do we believe that community businesses are a 'Better form of Business'?

Plunkett UK has promoted the community ownership model for over 100 years because of its track record for delivering better businesses for people, communities, the economy, and the environment.

We help community businesses to:

- Provide a wide range of services and amenities that communities value and need – enabling people to live independently, particularly in areas of market failure
- Stimulate the rural economy through localised supply chains
- Create access to employment and training and volunteering opportunities- often supporting people who are excluded from the labour market
- Tackle climate change through environmentally responsible behaviours
- Promote equity, diversity and inclusion by creating safe and welcoming spaces for all

Once trading, community-owned businesses rarely fail, having a five-year survival rate of 99% and over twenty-year survival rate of 94%.

How we work:

Plunkett operates as one team. This means that every member of staff is expected to support Plunkett as a whole, and as and when required, this means helping others to meet important targets or complete organisation-wide initiatives. As such, there will be times when you are asked to work on tasks outside of your job description – but it also means that the whole of Plunkett is there to support you when required.

We strive to live up to our values, and be committed, inspiring, inclusive and collaborative in the way that we work – both internally and externally – and we welcome applications from like-minded individuals. As a member of the Plunkett team, you will demonstrate a knowledge, understanding and commitment to equity, diversity and inclusion and its application in all that we do.

Job description

<p>Job Purpose</p> <p>The Salesforce Administrator will be responsible for the day-to-day configuration, support, maintenance and improvement of our Salesforce instance. The post holder will work closely across all teams at Plunkett UK, in particular the membership and community business teams. They will identify, develop and deploy new business processes.</p> <p>This role is part technical project manager, part administrator and part Salesforce analyst.</p> <p>The ideal candidate will be a highly organised self-starter with a natural flair for problem solving who wants to use and develop their skills to support the growth of the community ownership business sector.</p>
<p>Principal Accountabilities</p> <p>Main responsibilities</p> <ul style="list-style-type: none"> • Serve as primary system administrator for the Salesforce environment with 20+ users. • Handle all basic administrative functions including user maintenance, modification of page layouts, generation of reports and dashboards, creation of new fields and other routine tasks. • Develop a detailed understanding of the charity’s processes and translate these into technical solutions. • Gather detailed requests for improvements or changes to the system, and implement these changes as appropriate • Automate processes using Salesforce tools such as, flow automation and validation rules. • Manage Salesforce integrations – (FormAssembly, Mailchimp and Zapier) • Identify, install and maintain appropriate apps from the AppExchange.

Principal Accountabilities (cont)

- Train new users and grow the Salesforce skill set across the organisation.
- Document customisations made in Salesforce.
- Plan for upgrades, seasonal releases and long-term projects.
- Maintain and manage our 3 Salesforce Experience cloud sites.
- Providing ad-hoc support to users of other software platforms, including Office 365.

Person Specification

- Determined, enthusiastic and proactive 'can do' attitude.
- Excellent time management skills and ability to juggle multiple tasks simultaneously with ease.
- Excellent relationship building and communication skills.
- A problem-solving mindset and ability to take initiative.
- Salesforce administration experience.
- Salesforce Certified Administrator or higher preferred.
- Experience with NPSP preferred.
- Experience of experience cloud sites desirable.
- Experience working with FormAssembly, and other types of webform and data capture platforms is desirable.
- Ability to execute effectively under tight deadlines while staying organised and focused for results.
- A collaborative, hands-on attitude and team-player approach.

To apply for the role

Please submit an up-to-date CV and covering letter, including a supporting statement of no more than 2 sides of A4 outlining your suitability for the role according to the job description.

Please send your application to: hr@plunkett.co.uk

Closing date for applications: 9am on Tuesday 6 May 2025

Interview date: Interviews will be held during the week commencing 12 May 2025 at Plunkett UK's offices in Woodstock, Oxfordshire or via video conference.

Our commitment to Equity, Diversity and Inclusion

Our approach to EDI goes beyond 'protected characteristics' to thinking more broadly about inclusion. Every individual will think and feel differently and we believe that these differences should be embraced, and individual needs taken into account. Additionally, the makeup of the rural communities we work with leads to their own particular diversity and exclusion challenges and opportunities compared to urban areas. Our commitment to EDI, both internally and externally, has been tailored to Plunkett and the communities we serve.

Plunkett benefits

Pension

Plunkett UK operates a workplace pension scheme. Plunkett currently contributes 6% of your gross basic salary to the scheme.

In addition, a salary sacrifice scheme is available which gives you the option to exchange part of your salary for pension contributions. This is an 'opt in' scheme which means you will not be automatically enrolled into this scheme.

Life Insurance

Plunkett operates a non-contributory life insurance scheme. In the event of the death of an employee, the insured sum (currently 3 times salary) will be payable to the named beneficiary(ies). This scheme is arranged with MetLife for the benefit of permanent full-time and part-time employees between the ages of 18 and 65 only.

Living Wage

We believe in rewarding staff fairly for the jobs that they do, and fostering a positive working environment, and we believe that our salaries and terms and conditions reflect this. We are a Living Wage-accredited employer, meaning all our staff and contractors are paid at least the Living Wage.

Annual Leave

The average UK holiday entitlement including public holidays is 33.5 days.

Plunkett's holiday entitlement is **35 days**. All Full Time Plunkett employees are eligible for 27 days' paid holiday in addition to the 8 statutory bank holidays (Christmas Day, Boxing Day, New Year's Day, Good Friday, Easter Monday, May Bank Holiday, Spring Bank Holiday and Summer Bank Holiday). Part Time Employees' holiday entitlement is calculated on a pro rata basis

Long Service Leave

Plunkett provides long service leave as follows:

- An additional two days awarded following five years' service;
- A further two days after ten years' service
- A final two days after fifteen years' service i.e. maximum 33 days paid holiday excluding statutory holidays and calculated pro rata to the hours you work.

Birthday Bonus

In addition to holiday entitlement, we offer an additional day's leave on or around staff birthdays. This is a discretionary benefit which is reviewed annually.

Volunteering Days

We offer staff the opportunity to volunteer for up to 14 hours per annum within their working time. This may be used in their own community, at a community business or by serving on a board of trustees for a charity of their interest.

Employee Benefits Programme

An online platform offering employee benefits including a Wellbeing Centre as well as discounts and purchasing benefits with well-known brand names.

Flexibility in working

We offer ad-hoc flexibility on request to enable staff to accommodate personal events and appointments and commitments as required. To arrange this please speak to your line manager. With effect 2 October 2024 this includes flexibility to manage your contracted working hours between the hours of 8 am till 18.00 pm (Monday to Friday).

Training

Plunkett believes that well trained employees are key to business success and is committed to developing its staff. Training needs will be discussed with your manager during annual performance reviews, but you are encouraged to discuss training with your manager if / when the need arises. A generous annual training budget is developed based on individual, department and organisational needs.

Mental Health First Aider (MHFA)

Plunkett considers your wellbeing and mental health to be very important. We have invested in colleague training; Sarah Benn and Mary Boullin are our current MHFAs.

Christmas Party

Plunkett organise and fund an annual 'staff only' event provided during working hours.

Office environment

We provide a pleasant and modern working environment. This includes a well equipped kitchen which provides tea/coffee and milk free of charge; a break out area for lunch and breaks; and a garden area which is maintained by staff volunteers. The office is also based a short walk from services in Woodstock and surrounded by public footpaths offering local walks in the open countryside and Blenheim Palace parkland.

Parking/Transport

Woodstock is served by good public transport links and the office has some on-site parking.

Get in touch



info@plunkett.co.uk



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www.plunkett.co.uk



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