
DATA SPECIALIST & IT TECHNICIAN

REPORTING TO: HEAD OF SERVICE DELIVERY



The Hope Hub provides a unique range of services across the Borough designed to empower and appropriately challenge individuals to move their lives towards independence and/or employment. Monitoring and recording Service User progression through IT Systems is a key part of the charity and our partnership work with Surrey Heath Borough Council and other statutory bodies.

About the role:

We are seeking someone who identifies with our charity and recognises the importance of reporting accurately to partners and funders. You should be a data specialist with circa 2 years Salesforce Administrator experience and enjoy being responsible for reporting on, and supporting our data and IT systems. Working appropriately with our Office 365 and phone provider as we work towards Cyber essentials proficiency also presents the opportunity to develop. The ideal candidate will have a good knowledge of Salesforce, Office 365, IT software and hardware. This postholder should be willing to train and support staff to use all aspects of IT to support their demanding frontline roles. A strong communicator, you should be keen to provide cooperative and professional support across ensuring that THH's digital infrastructure is secure and reliable.

Important Internal Relationships

All Hope Hub team members, volunteers, trustees and Hope Hub registered beneficiaries. Important External Relationships & Stakeholders Statutory Services including SHBC, CCG (including CMHRS/ICT), GP's, Hospitals, Housing, Community Safety, Housing benefit, Countryside Rangers, Car Parks, Other Local Authorities as necessary. Adult Social Care, Housing and housing support providers, Health and mental health providers, Surrey Police, Probation.

Voluntary Services, ALL Funders, Donor(s), Churches/Faith groups, Business and Community Supporters.

Main Duties and Responsibilities

- To prepare and produce monthly and quarterly accurate reports for funders and statutory partners in a complete and timely manner, and, as needed by the senior team to fulfil their contractual and management obligations.
- To be responsible for the ongoing development of our Salesforce.com deployment including:
 - Managing and maintaining user setup, profiles, roles, permissions, and security settings.
 - All basic administrative functions such as user account maintenance, reports and dashboards, workflows and other routine tasks.
 - The ability to build and update custom apps and objects, formula fields, workflows, custom views, and other content of intermediate complexity to meet the ongoing change in charity requirements.
 - To provide support to users, troubleshoot issues, and deliver training sessions to enhance user adoption and proficiency.

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- To be the account administrator for all our licences, supporting users and preparing quarterly reports from the programme for funders and statutory partners.
- To keep computer systems running smoothly and provide IT/technical assistance to the team.
- To maintain licences for applications and upgrade software where appropriate.
- To maintain computer hardware and ensure users demonstrate appropriate use of THH equipment.
- Troubleshoot problems and work with our IT provider to diagnose and resolve hardware or software faults.
- Communicate with the IT provider to set up new users' accounts and profiles and deal with password issues.
- Conduct electrical safety checks on computer equipment and where appropriate to repair hardware.
- To maintain an adequate supply of IT-related stock such as cables, routers, adapters and any other equipment necessary for the functioning of the systems.
- Implement the adoption and use of AI appropriately into the charity, cross-collaborating with other teams including product development and user experience to help with AI adoption as well as create user-friendly AI tools.

Knowledge & Expertise

- At least two years' experience as a Salesforce Administrator or related role.
- Expertise in IT tools and concepts, such as operating systems and internet protocol suites. Solid knowledge of Microsoft Windows.
- Experience generating reports for a range of stakeholders.
- A creative and inquisitive attitude about how technology and automation can improve efficiencies across the organisation.
- A good understanding of GDPR compliance and processes.
- Strong troubleshooting and problem-solving skills.
- Communicate clearly and professionally verbally and in writing when representing The Hope Hub including all Service Users, Volunteers, Staff, Council members, general public, Councillors, and other business contacts.
- Be able to professionally represent The Hope Hub at meetings and identify potential joint partnerships and/or funding opportunities liaising with the CEO/Senior Team if necessary.

General

- Willingness to attend and participate in training/workshops.
- Show a keen interest in the Borough of Surrey Heath and have an empathy with the needs of our beneficiaries.
- Enjoy managing and juggling priorities with an ability to remain cheerful and maintain a sense of humour.

We can offer you:

- 16–22 hours per week, to be agreed, ordinarily worked between 9.30am – 3.30pm Tuesday-Friday based from The Hope Hub offices in Camberley.

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- It may be necessary to attend meetings or training outside of these hours for which time off in lieu will be given.
- Travel expenses incurred as part of the role will be reimbursed at the HMRC rate.
- Subject to experience, up to £17.00 per hour, FTE: £30,940 will be paid monthly in arrears.
- All appointments are made on the basis of a 3 month probationary period.
- Annual leave entitlement is 33 days per annum including standard bank holidays.
- The Hope Hub operates a Stakeholder Pension Scheme for permanent staff in accordance with government regulations.

Person Specification and Qualifications Please note:

The criteria specified on this form will be used as guidance when short listing all applications and during the selection process. Please ensure you provide evidence within your application, giving examples where appropriate, as to how you meet the specified requirement for the job.

Interview Selection Process

THH is interviewing flexibly as suitable candidates arise. All candidates are expected to complete a THH Application Form and can be downloaded from the website or collected from The Hope Hub offices on request.

Do get in touch with any specific questions or an informal chat with:

camilla.spicer@thehopehub.org.uk : 07543 429823 : Head of Service Delivery

or

mags.mercer@thehopehub.org.uk : 07783 430092 : Chief Executive

The interview will be conducted at: The Hope Hub offices.