

Job Description: Volunteer Salesforce Administrator

Organisation Overview:

Muslim Youth Helpline is a non-profit organisation dedicated to providing essential support and assistance to Muslim youth facing various challenges. Our helpline offers a confidential and understanding space for young individuals to seek guidance, counseling, and resources. We strive to create a safe and inclusive environment for all, promoting mental well-being and personal growth within the Muslim community.

Position: Volunteer Salesforce Administrator

Role Overview:

As a Volunteer Salesforce Administrator for the Muslim Youth Helpline, you will play a vital role in ensuring the smooth functioning of our Salesforce platform, enabling us to better serve our community. The ideal candidate will have experience or a strong willingness to learn about Non-Profit Cloud, Digital Engagement (Chat & WhatsApp), Service Cloud Voice with Amazon Connect, and Slack. You will be responsible for managing, customising, and optimising the Salesforce platform to enhance our outreach and support capabilities.

Responsibilities:

- **Salesforce Management:** Oversee the day-to-day management of the Salesforce platform, including user accounts, data integrity, and security settings.
- **Customisation and Configuration:** Customise Salesforce to meet the specific needs of the Muslim Youth Helpline, creating new fields, workflows, and reports as required.
- **Integration and Automation:** Identify opportunities to streamline processes using Flows and integrate Salesforce with other tools and applications to improve efficiency and data accuracy.
- **Digital Engagement:** Manage digital engagement tools like Chat and WhatsApp within the Salesforce platform to enhance communication with our helpline users.
- **Service Cloud Voice with Amazon Connect:** Familiarise yourself with the Service Cloud Voice functionality and manage it with Amazon Connect to optimise call center operations and provide seamless support to our helpline callers.
- **User Training and Support:** Train other volunteers and staff members on using Salesforce effectively and provide ongoing support to address any platform-related issues.

- **Data Analysis and Reporting:** Generate regular reports and dashboards to track key performance indicators, user interactions, and helpline metrics for review and decision-making purposes.
- **System Upgrades and Maintenance:** Stay updated with Salesforce releases and implement necessary upgrades while ensuring minimal disruption to daily operations.

Qualifications:

- Prior experience working with Salesforce or a strong willingness to learn Salesforce administration and customization.
- Familiarity with Non-Profit Cloud and Service Cloud Voice with Amazon Connect is a plus but not mandatory.
- Tech-savvy with the ability to quickly grasp new digital engagement tools and technologies.
- Strong organizational skills and attention to detail to maintain accurate data records.
- Excellent communication skills, both written and verbal, to train and support other volunteers and staff.
- Ability to work independently with minimal supervision and as part of a team.
- Passion for the mission and values of the Muslim Youth Helpline and a commitment to supporting the well-being of Muslim youth.

Time Commitment:

This is a voluntary position that requires a flexible commitment of approximately 2 hours per week, which can be done virtually from anywhere.

Reporting Structure:

The Volunteer Salesforce Administrator will report to the Helpline Manager and receive support from the Technology Lead Volunteer.

Join us in making a positive impact on the lives of Muslim youth by leveraging your Salesforce skills to provide crucial support and guidance to those in need. Together, we can create a stronger and more compassionate community.

How To Apply

Send your CV to jobs@myh.org.uk, along with a few sentences describing your experience. Please write 'Salesforce Volunteer' in the subject line.