

# Grant Management System Support Manager

## Job description

Location	London (2 days in the office)
Hours	Part-time (25 hours per week)
Reports to	Senior Program Manager
Start date	November/December 2024 (1 Year Fixed Term)
Application deadline	Monday 7 <sup>th</sup> October 2024

## About the Freedom Fund

The Freedom Fund ([www.freedomfund.org](http://www.freedomfund.org)) is a leader in the global movement to end modern slavery. The Freedom Fund works to combat many different forms of extreme exploitation, including forced labour, sex trafficking, forced marriage, and the worst forms of child labour. The Freedom Fund:

**invests** in those countries and sectors with the greatest incidence of modern slavery.

**analyses** which interventions work best and shares that knowledge.

**brings together** a community of activists committed to ending extreme exploitation and empowered by the knowledge of how best to do so.

**generates** funding by demonstrating how effective interventions can protect those at risk of being exploited and free those in situations of exploitation.

In its first ten years, the Freedom Fund has supported over 174 organisations across countries in Africa, South America, South and South-East Asia.

## About the position

The GMS Support Manager will be responsible for leading on the day-to-day operations of the Freedom Fund's new Salesforce Grant Management System. The project to develop the new GMS is currently in progress, with user training expected to take place in January 2025 and the Go Live planned for February 2025. The transition to the new system will be a significant change in the organisation's way of working; currently the Freedom Fund's grant management process is manual and spread over multiple different platforms.

Initially, the focus of the role will be on supporting the Freedom Fund staff as they transition to using the new system, including assisting with user training and working with the implementation partner Hyphen8 to identify and resolve any issues that arise. Following Go Live, the GMS Support Manager will be responsible for leading on administration and maintenance of the system, requiring a good technical knowledge of how Salesforce works. The role will be responsible for user training and support, leading on staff consultation for future system developments and prioritising requests. The successful candidate will also act as the main point of contact between the Freedom Fund and implementation partner Hyphen8 for both ongoing support and future development phases.

## Responsibilities

- Support the roll-out of the Freedom Fund's new Grant Management System, including supporting Hyphen8 with user training and troubleshooting any issues that arise during the transition.
- Lead the day-to-day operations of the Salesforce system; including system performance, change control and user support
- Support the day-to-day administrative functions and configuration including user management, permissions, sharing rules, objects, fields, page layouts, record types, custom settings, reports and dashboards
- Be proactive in system maintenance including keeping up with Salesforce releases, features and best practices
- Be the key point of contact between Freedom Fund and Hyphen8
- Understand the Freedom Fund's needs and work with Hyphen8 (as appropriate) and staff to meet changes
- Decide how best to direct the core support hours provided by Hyphen8 during version upgrades in order to achieve the best results
- Understand and own the Freedom Fund's Salesforce architecture including the data model, integrations (including with the finance system), reporting and analytics
- Maintain data quality by monitoring data and addressing the procedural issues which lead to loss of quality
- Promote the use of Salesforce across the Freedom Fund, optimising the return on investment in this capability
- Interpret and prioritise requests for GMS development and support
- Work with colleagues across the Freedom Fund to understand business needs, finding a suitable mixture of support, challenge and direction to enable colleagues to get the most from the GMS
- Deliver end user support and training to help colleagues use the system effectively
- Ensure compliance with relevant data protection regulations and internal policies
- Train Freedom Fund IT Officer on core functionality of the new GMS

## Qualifications and experience

### Essential

- **Entitled to work in London without work permit sponsorship is essential**
- Experience of leading the day-to-day operations of a Salesforce system; including expertise in system performance, change control and user support
- Good knowledge of Salesforce features and functionality
- Good working knowledge of GMS/CRM principles
- Experienced in requirements gathering, analysis, solution design, and documentation
- Strong business analyst with ability to think critically and strategically when gathering and validating requirements

### Desirable

- Experienced project manager
- Salesforce.com Advanced Administrator certification

## Personal attributes

### Essential

- Highly organised, with a meticulous and thorough approach to work
- Ability to see projects through from start to finish, managing time and tasks effectively with a varied workload
- Excellent communication, influencing and stakeholder management skills

## Compensation

- £51,075 to £52,419 per annum for full-time (£34,050 to £34,946 per annum actual)
- 10% non-contributory pension scheme.
- 25 days holiday pro rata, plus public holidays.

## Application procedure

Applications should be submitted in English and include a CV, cover letter (maximum one page), and contact details of two professional referees, one of which must be the applicant's current / most recent line manager or current / most recent Head of HR. If professional referees are not applicable, personal references are welcomed, providing they are able to speak to the strengths listed in the above description.

Please send applications by email in PDF format to [jobs@freedomfund.org](mailto:jobs@freedomfund.org), including 'GMS Support Manager' in the subject line before **11.59pm on Monday 7<sup>th</sup> October 2024**.

Please note that only candidates selected for further consideration will be contacted. No phone calls please. **No agencies please.**

The Freedom Fund is an equal opportunities employer. In line with our values of respect, agility, and excellence, we value the strength of a diverse workforce and strongly encourage applications from people with disabilities, Black, Asian, Indigenous or Minority Ethnic backgrounds, LGBTQ+ and from different socio-economic backgrounds. Applicants must be eligible to work in the UK. The Freedom Fund will aim to meet candidates' access requirements throughout the recruitment process. If this is applicable, then please notify us.

**The Freedom Fund is committed to the importance of meaningful survivor inclusion and leadership. As such, particular consideration will be given to applicants with lived experience of trafficking and/or forced labour.**

The Freedom Fund offers any candidates with lived experience of trafficking and/or forced labour the opportunity to have an informal and confidential pre-application chat with a member of our team to discuss suitability for the role as well as any reasonable adjustments that may be needed for the recruitment process. This conversation is intended to provide support to the candidate and will not have any negative impact on the recruitment process. Please get in touch at [jobs@freedomfund.org](mailto:jobs@freedomfund.org)

## Background checks

As part of our commitment to the protection of children and vulnerable people in our work, any offer of employment with the Freedom Fund will be subject to satisfactory pre-employment checks to ensure we recruit only those who are suitable to work with children and vulnerable persons. These checks include Disclosure and Barring Service and/or International Criminal Records Checks, satisfactory references, proof of eligibility to work in the national location of this role and checks against the Office of Foreign Assets Control data list (OFAC) which highlights any connections to terrorism or trafficking.

At the Freedom Fund, we are conscious that some candidates may have criminal records resulting from their experience of trafficking and/or forced labour. Applications from individuals with a criminal record, or who have been formerly incarcerated are accepted. We welcome a confidential conversation on this as part of the pre-application chat noted above or at the point of an offer being made.

Any offer of employment or consultancy with The Freedom Fund will only be made following successful background checks conducted on the applicant. Such checks may be updated periodically during the period of employment or consultancy. Initial checks will only be undertaken at the point of a job offer being made, and always with the prior permission of the candidate.