

Salesforce Support Officer

Job Pack

▶ April 2026

for healthy East London lives

A decorative graphic consisting of three overlapping arrows pointing to the right, in shades of teal, purple, and blue.

Welcome

We are a charity rooted in East London committed to improving healthcare and advancing transformative research that delivers meaningful benefits for local communities and beyond. Our funding is centred on East London, one of the UK's most diverse and rapidly growing regions and our funding programmes reflect this breadth and diversity.

We support a wide range of initiatives, from pioneering medical research and healthcare innovation to projects that enhance NHS staff wellbeing and patient experience. Our funding spans early-stage ideas through to large-scale, multi-million-pound programmes with the potential for significant, lasting impact. Across all our work, we are dedicated to tackling health inequalities and addressing some of the most pressing health challenges.

Our funding awards cover a broad range like providing state of the art [surgical robots](#), creating a [healthy ageing research centre](#), supporting [clinical research training](#), [opportunities for pioneering research](#) and our [Everyday Impact](#) scheme where small changes can make a big difference. We have recently awarded one of our largest ever grants to create a [Barts Breast Cancer Centre](#).

From the large to the small, all of our funding is motivated by one thing – enabling life-changing improvements to health for the people of East London.



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Welcome (continued)

You will be joining the organisation at a pivotal moment. We are reviewing and concluding our 2022–2027 strategy while shaping our next strategic plan for 2027–2032, which will continue our £150 million, five-year commitment to improving health. The postholder will support the full grant lifecycle across a varied portfolio, helping to ensure our funding processes (from application and review to monitoring) run smoothly as we implement our new strategy. They will also contribute to improving our processes and practices, ensuring our operations remain efficient and effective.

This is an exciting opportunity for someone looking to broaden their grant funding experience, or for a business administration professional keen to gain experience in grant funding.

Our total staff number 45 people and we work hard to promote our values of one team, ambition, openness and accountability. In our most recent staff survey, 97% of the respondents said they were proud to work at Barts Charity and that it was a safe and inclusive environment.



If you would like to join us, please read on to find out more about the role.

Fiona Bickley
Chief Operating Officer



About Barts Charity

As East London's oldest healthcare charity, we've been at the forefront of advancing healthcare in our community for hundreds of years. The hospitals we support strive to provide excellent care to their patients, through the highs and lows. Yet too many people's lives in East London are affected by ill health.

As the dedicated charity for Barts Health NHS Trust, we support St Bartholomew's, Whipps Cross, Newham, The Royal London, and Mile End hospitals. We're also partnered with the Faculty of Medicine and Dentistry at Queen Mary University of London and the School of Health & Medical Sciences at City St George's University of London, where we fund world-leading medical research.

Together with our partners and supporters we make better healthcare possible. We invest in inspiring people and projects that have the greatest impact on the health and lives of local people. And as our local community is one of the most diverse places to call home (2.5m people from 97 nationalities), what makes a difference in East London has the potential to touch lives across the world.

For more information about Barts Charity, please visit our [website](#), where you can also see our latest [Impact Report and Annual Accounts](#).

We are committed to

Professional development

At Barts Charity, we prioritise continuous learning and professional growth, ensuring our staff have access to both group and individual development opportunities so that staff make the best contribution they can, enjoy good job satisfaction and progress their careers.

Employee wellbeing

We support wellbeing through a culture that encourages open conversations about wellbeing and mental health, internal support for both staff and their managers, and access to external support via our Employee Assistance Programme.

EDI and Inclusive Recruitment

We want everyone connected with Barts Charity to feel valued and respected. We will create and sustain a truly inclusive culture where everyone feels they can contribute. We know that this will take action and we must keep working at it. Find out more about our [Commitment to Equity, Diversity, and Inclusion](#).

In 2024 we conducted an Inclusive Recruitment Audit and delivered Inclusive Recruitment training for Hiring Managers to ensure our process is inclusive. All of our recruitments since then aim to adhere to those principles.

We welcome applications from candidates of all backgrounds. As a Disability Confident Committed employer, we actively recruit, retain, and support individuals with disabilities and long-term health conditions, and make adjustments to ensure equal opportunities during recruitment and beyond.



About the role

Salesforce Support Officer



Role overview

Job title	Salesforce Support Officer
Salary	£40 - £45,000
Contract	12-month FTC
Location	Ground Floor, 12 Cock Lane, London EC1A 9BU - Fully accessible office.
Hybrid Working	Hybrid working, 2 anchor days mandatory in the office (Tuesdays and Wednesdays) and other days remote. Must be able to attend office on non-anchor days when requested
Flexible Working	37.5 hours per week. Core hours 10am to 4pm. Flexible working requests (outside of the mandatory office attendance days) will be considered.
Reports to	Senior Systems Manager
Line Management	None
Annual leave	30 days plus bank holidays
Pension	10% employer's contribution, salary sacrifice option
Benefits	Subject to completion of 6-month probation: <ul style="list-style-type: none">• Interest free travel season ticket loan• Private healthcare insurance (taxable benefit in kind)• Employee Assistance Programme• Social events within office hours
Hiring Manager	Stephen Brown, Senior Systems Manager Experienced technology professional who joined the charity in 2023 after 15 years in the city. Main responsibilities include Supplier Relationship Management, Cyber Security, Salesforce and Information Governance.



About the role

The Salesforce Support Officer role (12-month fixed term) will provide day to day functional support for Barts Charity's Salesforce platform and its data. The role focuses on supporting users, resolving issues, maintaining data quality, delivering reporting, and helping embed consistent processes across internal teams.

This post is intended to provide additional capacity and hands on support during a period of sustained demand, ensuring Salesforce continues to meet operational needs while longer term system improvements are progressed.

Key Deliverables:

- Act as a first- and second-line support contact for Salesforce users across Fundraising & Communications, Funding & Impact and Finance & Investments.
- Manage and respond to Salesforce incidents and service requests raised via the internal ticketing system.
- Troubleshoot any issues occurring between Salesforce and any related integrations (iRaiser, Just Giving, Business Central).
- Carry out routine Salesforce administration tasks including user setup, permissions, page layouts and basic configuration.
- Implement straightforward changes and enhancements in line with agreed processes and priorities.
- Create, maintain and update Salesforce reports and dashboards to support fundraising and funding activities.
- Support data imports, updates and corrections, ensuring Salesforce data remains accurate and complete.
- Contribute to the creation or updating of simple user guidance and documentation.



Who we are looking for

Key Skills (essential)

Team and Self-Management

A team player with a flexible and proactive approach, able to work independently and seek guidance when needed.

Work Under Pressure

Able to operate in a fast-paced, demanding environment, managing changing priorities and remaining calm under pressure.

Continuous Improvement

Proactive in suggesting new ideas and identifying areas of improvement.

Problem Solving

Able to analyse root causes of issues and identify effective solutions.

Key Experience (essential)

Desktop Support Experience

Demonstrable experience in a desktop technology support role.

Salesforce Knowledge

Working knowledge of Salesforce, with hands-on experience or relevant certification.

Data Handling

Experience working with large volumes of data, including data manipulation and transformation alongside Salesforce.





How to apply





The application process

Please send your CV and a supporting statement (of no more than 2 A4 sides), highlighting how you meet the key skills and experience required for the role as outlined in the Job Pack.

Please send these to: Zak Harvey Z.Harvey@lawrenceharvey.com

Deadline for applications: Friday 24th April 2026

First competency-based interview (virtual): W/c 4th May 2026

Second interview (in person, with a task): W/c 11th May 2026

If you would like to discuss this role before applying, or if you need any adjustments, please contact Stephen Brown stephen.brown@bartscharity.org.uk

We are a friendly, diverse, and inclusive team and are committed to having employees that represent all communities. We welcome applications from people from all identities and backgrounds, and we particularly want to encourage people from under-represented groups to apply to work with us.



Barts Charity is a **Disability Confident Committed** employer.

We will offer an interview to a fair and proportionate number of disabled applicants that meet the minimum criteria for the job. If you wish to apply under the Disability Confident campaign, please clearly note this in your application email.





Thank you

bartscharity.org.uk



Registered charity no. 212563

 for healthy East London lives

