



Job Description

Job Title	Systems and Production Officer Part time: 2.5 days flexible working patterns available
Department	Heart of the City (c/o Town Clerk's)
Grade & Level	C
Trent Position Number	77E0350/001

About Heart of the City

Heart of the City is an independent charity which is housed and supported by the City of London Corporation. The team is employed by the Corporation and seconded to the charity.

Heart of the City works with SME businesses to help to develop responsible and sustainable business programmes which can range from supporting their local community, to reducing their environmental impact or tackling diversity and wellbeing in the workplace.

Heart of the City delivers its programme with the support of a powerful network of 'ambassador' companies who share their expertise and resource to help SME member companies get started in responsible business. The charity's Co-Presidents are the Lord Mayor and the Governor of the Bank of England.

Heart of the City is currently embarking on a number of exciting new projects including the expansion of its services to support SMEs across the whole of the UK and launching a new City-focused climate action course for small businesses in the Square Mile to ensure they are contributing to the City of London's net zero targets.

With a focus on responsible and sustainable business and climate action, roles in the team are a super opportunity for anyone with an interest in environment, sustainability and CSR.



Purpose of Post

This role is responsible for the pro-active use, maintenance and improvement of the databases, systems and online platforms used by the Heart of the City team in managing our membership data, delivering external training programmes, supporting internal processes and the organisation of our digital events schedule.

Responsibilities include maintaining data quality across systems, supporting users to extract maximum value across all system functionality, implementing system enhancements to support our processes and supporting online learning and virtual events delivery.

The post holder will ensure that Heart of the City: adopts best practice digital engagement with all users and stakeholders; makes technology work for our goals and deliverables; delivers digital products and services to an excellent standard; and continually identifies where improvements can be implemented.

Main Duties & Responsibilities

Salesforce Systems Support

1. Customise Salesforce to make it fit for purpose – act as the Salesforce architect in building out the Heart of the City site including customisation, testing and launching of new functionality
2. Monitor system performance to ensure Salesforce is being used efficiently - proactively identify processes and workflows that require updating and set up best practices with regards to objects, data management, security and compliance
3. Ensure that data held is correct, up-to-date and accessible to facilitate accurate data analysis and data transfer to other relevant software systems
4. Management and maintenance of dashboards and reports - reduce the burden of administrative tasks through automation
5. Staff training - organise best practice trainings to increase adoption of Salesforce; continually develop skills and knowledge in the team about software features that can benefit Heart of the City's work

Online Learning and Events Systems Support

6. Provide first class online systems administrative support to enable the Heart of the City team to deliver high quality, consistent and engaging learning experiences across all of our programmes



7. Systems administration of our online learning platform – Thinkific – including set-up, configuration and testing of all learning components
8. Manage the administration of uploading course resources and configuring course settings correctly - ensure resources hosted are relevant, up-to-date and that they comply with accessibility standards
9. Ensure data analysis from Thinkific is efficient and that data is being used to improve quality of digital learning
10. Produce online events using Zoom and other platforms such as Teams - handling user queries and troubleshooting during a live event to ensure smooth delivery of programme content
11. Manage post-event administrative tasks - ensuring relevant reports have been downloaded, recordings have been stored and shared, Salesforce records have been updated with event attendance etc.



Person Specification

Job Title	Systems and Production Officer Part time: 2 to 3 days per week equivalent; flexible working patterns available
Department	Heart of the City (c/o Town Clerk's)
Grade & Level	C Level:

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (A), interview (I) or test (T) as indicated below.

Professional Qualifications / Relevant Education & Training

- Educated to degree level or equivalent (A)
- Trained in online systems administration and digital platform support (A,I)

Experience Required, including Budget Holding Experience (if appropriate)

- Good experience of using Salesforce (A,I)
- Good experience of online learning and digital delivery platforms (A, I)
- Ability to manage digital engagement and customer relationship database administration requirements (A,I)
- Able to demonstrate an organised approach to work (I)
- Good interpersonal skills with the ability to engage with all levels of stakeholders on a variety of matters (I)
- Active interest in digital development, user experience and blended learning (A,I)
- Outstanding problem solver; able to think outside the box to solve issues and drive solutions through to full completion (A,I)
- Forward planner with good time management skills who works well under pressure and meets deadlines, able to multi-task and to re-prioritise workload quickly depending on need (I)
- Excellent attention to detail (T)



Technical Skills

- Salesforce architecture / build / management / improvement / customisation (A,I)
- Strong working knowledge of online learning platforms (A)
- Experience of integrated tools and platforms e.g. Automate.io (A,I)
- Good experience of using online events platforms such as Zoom and Teams (A,I)
- Strong working knowledge of Microsoft Office (A)
- Any experience of the following platforms and systems would be welcome: MailChimp; Typeform; Thinkific; Lumen5; Automate.io; Eventbrite; Adobe Spark; Canva (A,I)

Other Relevant Information

For this role you will need to attend evening and early morning events on an occasional basis. The team is currently working a mix of home and office-based hours which we expect to continue. Requests for flexible working patterns can be accommodated.

Recruitment – Note to Applicants

The qualifications, experience and technical skills will be used in the decision making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s). It is essential you address the criterion marked as (A) on your application form in the section for supporting information.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.



Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

Salary

Full- Time Salary (35 hours) £30,440 to £34,240 per annum inclusive. Part-time Salary (17.5 hours) £15,220 - £17,120 per annum inclusive. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

Contract

The position is offered on a permanent basis

Hours of Work

Normal hours of work are 9.15am – 5.00pm, on any 2.5 days between Monday to Friday being 17.5 hours per week excluding lunch break but the post holder shall be expected to work the hours necessary to carry out the duties of the position.

Frequency and Method of Payment

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.

Annual Leave

There is an entitlement of 24 days (full-time) annual holiday plus Bank Holiday. There are subsequent increases to entitlement to annual holiday according to length of service.

Sickness Absence and Pay

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.

Pension

You will automatically be admitted to the City of London Corporation's Pension Scheme. Employees contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary.

If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.



Continuous Service

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

Probationary Period

You will be employed initially on a six month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

Notice Period

One month by either party after satisfactory completion of probationary period.

Learning and Employee Development

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in house programme covering more general training needs.

Employee Volunteering Programme

Through its partnership and regeneration work, the City of London aims to contribute to the social and economic regeneration of the seven boroughs bordering the City: Camden, Hackney, Islington, Lambeth, Tower Hamlets and Westminster. These boroughs contain some of the most deprived neighbourhoods in the country.

The Employee Volunteering Programme, established in 2002 allows staff to volunteer their time, skills, knowledge and expertise to benefit local residents whilst developing their own professional skills. All staff are given the opportunity, subject to line management agreement, to take 2 days of volunteering leave per year to enable them to do this.