

Salesforce and Website Coordinator

Full time, 6 months – with possibility to extend. Starting August 2025.

Salary: £39,000 - £44,500 per annum, commensurate with qualifications and experience

Location: London, United Kingdom

Reports to: *Operations Manager, Geneva*

Purpose/objectives:

Manage the organisation's website and Salesforce platforms, developing solutions and supporting colleagues to enhance stakeholder engagement, acting as the organisation's data focal point.

Background:

The CHS Alliance is a global alliance of humanitarian and development organisations committed to making aid work better for people. We believe organisations deliver higher quality, more effective aid when they are accountable to the people they serve.

Together, we are a movement to strengthen accountability and to put people affected by crisis at the heart of what we do by applying the Core Humanitarian Standard (CHS).

We welcome applications from all backgrounds and from underrepresented groups.

Deliverables:

Website Management

1. Oversee day-to-day web management for CHS Alliance and CHS websites, coordinating with developers and designers as needed.
2. Provide technical support to colleagues for content placement, promoting CHS Alliance events, services and programmatic work.
3. Conduct training sessions for colleagues on the utilization of the organization's Content Management System.
4. Offer expert insights into the performance of the Alliance's website and social media channels.

Salesforce developer & Data management

1. Manage and ensure the seamless functioning of the organisation's CRM databases and interfaces.
2. Provide expert support to the team in developing data-driven business processes, handling complex data extraction and input, and conducting training sessions for colleagues on effective database usage.
3. Innovate and develop additional internal databases as required, ensuring data synchronisation across different platforms.

4. Contribute to the CHS Alliance Verification Scheme's CHS Commitment Tracker online portal by providing expert technical support on data collection, management, visualization, and reporting.

5. Maintain tools for CHS Alliance membership applications, tracking, and general record-keeping, including support to reporting on membership and engagement.

Stakeholders/Key Contacts:

External: Verification focal points on the CHS Commitment Tracker, relevant colleagues from other organisations, suppliers and service providers.

Internal: Operations Manager, Operations team, Quality Assurance team and Programmes team.

Profile

Qualifications:

- University degree in communications, social science, computer science, data science or related field (or equivalent professional qualification).

Experience:

- Minimum 5 years of progressive experience in website management, including proficiency in HTML, CSS, and JavaScript.
- Minimum 5 years of advanced experience in information management, database management (relational and non-relational database), statistical analysis, data collection, manipulation, and visualization (e.g., Tableau, PowerBi, D3.js).
- Minimum 3 years of experience in Salesforce administration and development (LWC, Apex).
- Proven experience in developing and executing advanced mass email campaigns in MailChimp or similar platforms.
- Experience and expertise in Microsoft 365 administration.
- Commitment to the CHS Alliance's vision, mission, and objectives.

Knowledge and Skills:

- Excellent English, both oral and written.
- Advanced IT skills, particularly with databases (MySQL), CRM systems (Salesforce), websites (Wordpress), business intelligence, and analytics tools (Tableau, PowerBI, D3.js), as well as Microsoft 365 administration.
- Exceptional flexibility, creativity, and effectiveness in leading collaboratively in a small multicultural team.

Behaviour:



Be personally and collectively responsible for upholding and promoting the highest standards of ethical and professional conduct. This includes refraining from acts of misconduct, respecting the CHS Alliance's standards, and the dignity of those whom the Alliance pledges to assist and with whom they have contact.

How to apply:

Interested candidates should submit their applications by email to: recruitment@chsalliance.org
Applications shall include a **CV and cover letter**, including salary expectations.

Please mention **your name and "Salesforce and Website Coordinator" in the subject line**

Deadline for applications: 21 July 2025