



Data Administrator

- £27,000–£33,000 per annum (depending on experience)
- 9-month maternity cover, full-time or part time
- Closing Date: 9am on Friday 5th December 2025

About Young Citizens

Founded in 1989, Young Citizens is a national education charity working to enable more quality, inspiring and active citizenship education for children and young people in the UK. We operate as a crucial support system for young people and educators alike. Through inspiring initiatives like the Make a Difference Challenge, Citizenship Workshops, and the National Bar Mock Trials, Young Citizens empowers the next generation to become active, engaged members of society, year after year.

We believe that Britain's future depends on equipping the next generation with the skills, knowledge and confidence to participate actively in society. With democracy under pressure from many directions, our work has never been more important.

Our mission is to provide inspiring learning experiences that light the spark of active citizenship for life. We offer a range of immersive programmes and inspiring resources that build their knowledge of how democracy works, their skills to engage with complex issues in society, and their confidence to participate. This education in turn empowers young people to shape their communities, institutions, and society, building habits for life.

Young Citizens in numbers

14+ Young Citizens staff based across the UK, with a headquarters in London

1000+ professional volunteers give their time and expertise each year

100,000+ pupils took part in The Big Legal Lesson 2024 in England and Wales.

300,000+ children and young people reached each year either through our training of their teachers, resources used in the classroom or our immersive programme

Our website www.youngcitizens.org contains lots of information about the charity. This includes our [new 'Lighting the Spark' five-year strategy](#) for empowering young people.

Our most recent [Audited Accounts and Trustees Report](#) for 2023/24 can be downloaded from our website.

Job Description

Job Title: Data Administrator

Start date: January

Salary: £27,000 - £33,000 per annum (depending on experience)

Contract Type: 9-month maternity cover, 4 or 5 days per week.

Responsible to: Senior Fundraising and Partnerships Manager

Location: Our office is based in St Paul's, London. Hybrid working, 2 days in office.

Benefits: In addition to joining a friendly, committed and supportive staff team, Young Citizens offers a generous employee benefits package including:

- enhanced employer pension contribution
- 28 days annual leave plus Bank Holidays
- paid volunteering leave
- employee assistance programme
- enhanced sickness and maternity policies
- hybrid and flexible working options
- season ticket loan
- an opportunity to make a real difference to help children and young people benefit from quality, inspiring citizenship education!

Role Summary:

We're looking for a Data Administrator to play a key role at Young Citizens, helping us deliver education programmes and services that make a real impact. This role blends tech, data, and digital communications to keep our mission moving forward.

You'll work closely with the Communications and Engagement Manager to maintain and improve our CRM systems (including Salesforce), manage contact data, produce insightful reports, and support audience segmentation for email campaigns via Spotler. Beyond data, you'll also contribute to website updates and social media activity, ensuring accurate and consistent communication across all platforms.

We're seeking someone who's proactive, analytical, and collaborative, with strong database management skills (ideally Salesforce). If you thrive in a busy environment and want to use your technical skills to make a difference, we'd love to hear from you.

Responsibilities

1. Data Management

- Be the primary administrator of our Salesforce environment and help to improve organisational usage.
- To help administer and implement integrations between our operational software programmes and websites.
- To work towards being an internal source of expertise to share and develop best practice and provide technical support, training and assistance in the use of our CRM.
- Collaborating with programme leads and communications officer to identify and validate our data requirements.

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- Liaising with our digital agency to report, manage and support fixing of bugs and new project specifications on our websites.
- Support updating and maintaining website, social media and marketing campaigns across digital channels.

2. Technical Systems

- Help to oversee the collection and manipulation of data for assessing performance against marketing, sales and beneficiary purposes to help inform our monitoring and evaluation processes.
- Cleaning data and mass upload or inserting of data as required.
- Get to grips with building and mapping web forms and surveys to database, ensuring proper data capture.
- Helping to ensure that programme teams are supported in the development of new products and services through the collection and composition of relevant information.
- Helping to ensure all existing data-handling processes are GDPR compliant.
- Generating segmented audiences for email marketing communications

3. Impact and Reporting

- To work flexibly with colleagues on a range of activities to research, analyse, devise and implement system automations like mapping and designing email workflows or triggers
- Reporting on success of social media and email marketing campaigns using analytical tools
- Supply accurate analyses from the CRM, website back end or analytics pages for our programmes.
- Creating and improving bespoke standardised CRM (Salesforce) database reports, list views of users or activities and dashboards.

4. Organisation wide

- Provide delivery support and coordination (e.g. invitations, guests, media coverage) for fundraising events and corporate partnership programmes
- To represent Young Citizens at events, as required.
- To contribute operationally and strategically to the charity's strategy to enable it to achieve its mission.
- To uphold the charity's values: Fair, Enquiring, Respectful, Collaborative, Internationalist.
- To fulfil other relevant organisation-wide duties including basic administration tasks such as answering queries or liaising on our behalf, as required.

Why Join Us?

- Be part of a mission-driven charity working to improve the lives of young people across the UK.
- Use your skills to make a real impact—helping us harness data and digital systems to drive meaningful change.
- Join a friendly, committed team that values flexibility, collaboration, and a supportive culture.

Person Specification

5. Essential:

- 1+ years' experience using Salesforce (ideally) or another CRM system and marketing automation software.
- Experience implementing effective administration processes and supporting/advising users.
- Experience managing and analysing large contact lists or data sets, with strong understanding of data storage, handling, and quality control.
- Proficiency in Excel/spreadsheets, including xlookups/vlookups, pivot tables, and data de-duplication.
- Ability to plan, organise, and manage workload independently, meeting deadlines with minimal supervision.
- Excellent communication skills, written, oral, and presentational, with the ability to liaise across diverse teams.
- Strong attention to detail and understanding of GDPR standards when handling data.
- Excellent ICT skills and ability to learn new systems quickly, including proficiency in Microsoft Office.
- Flexibility to occasionally work evenings/weekends and travel as required.
- Understanding and empathy for the charity sector and willingness to uphold Young Citizens' values.

6. Desirable:

- Ability to explain systems requirements clearly to non-technical colleagues and deliver training sessions.
- Evidence of project coordination skills and ability to manage multiple workstreams to completion.
- 1+ years' experience managing and supporting information systems or databases.
- Experience updating website content using CMS platforms (e.g., WordPress).
- Familiarity with social media management tools (e.g., Hootsuite, Buffer).
- Understanding of digital marketing principles and campaign performance metrics.
- Experience creating and running reports from a database system, preferably Salesforce.
- Comfort managing data flows and monitoring API limits.

- Ability to learn new systems through self-led learning (tutorials, videos).

How to apply and key dates

To apply, please submit your CV along with a one-page cover letter outlining your interest in the role and how your experience aligns with the person specification.

Please note:

- Young Citizens welcomes applications from all qualified candidates regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, religion or belief, sex, or sexual orientation
- We are also committed to safeguarding and promoting the welfare of children and young people, and expect all staff and volunteers to share this commitment.
- Applicants must already have the legal right to work in the UK. Any offer of employment will be subject to the receipt of satisfactory references.
- Please note that we are unable to provide feedback to candidates who are not shortlisted for interview.
- To be considered, your application must include a cover letter that clearly outlines your interest in and suitability for this specific role. Applications submitted without a tailored cover letter will not be considered.

The closing date for applications

The closing date for applications is **9am, Friday 5th December 2025**. However, we will be reviewing applications on a rolling basis, so early submission is strongly encouraged. Please note that if the role is still advertised, it means we have not yet made an appointment. We reserve the right to close the application process early if a suitable candidate is identified.

Questions?

If you have any questions about the role, please get in touch with RecruitmentHR@youngcitizens.org with the subject '**Data Administrator Vacancy**'