

About Salix

We're Salix and we're on a mission to help save the planet.

We enable and inspire organisations in the public and private sectors to achieve their ambitious net zero targets and create better places to live and work.

We're passionate about our work and proud to be on the journey with them.

We deliver government funding schemes to support councils, schools, housing associations, hospitals and universities boost their energy efficiency, reduce their impact on the environment, save money and remove households from fuel poverty.

We work with the UK government and the devolved administrations in Scotland and Wales. As well as managing the funding schemes, we provide professional advice, expertise and support to grant recipients throughout all stages of their projects.

We also offer insight, intelligence and influence by sharing knowledge and lessons learnt from project delivery to help improve future schemes and policy development.

We were created in 2004 and have been growing ever since. We now employ over 200 people. Our principal office is in Manchester and we have a base at Canary Wharf in London.

We are wholly owned by the Department for Energy Security and Net Zero.

Why work for us?

If you share our passion for addressing the urgent challenge of climate change and contributing to the UK's ambitious decarbonisation goals, we want to connect with you.

We offer fulfilling careers where every day brings exciting challenges and rewards.

You'll have the chance to leverage your skills and expertise to shape impactful projects, both large and small, making a meaningful difference across the UK.

Recognising that our employees are the reason for our success, we prioritise their wellbeing and professional development.

As proud holders of Investors in People and Carbon Literacy Project accreditations, we are committed to creating an environment where you can thrive.

As you'd expect, we offer a variety of benefits, activities and training opportunities to ensure you excel in your role and enjoy your time with us.

We're committed to equal opportunities and we're proud of the diverse workforce we have. We continue to grow the diversity of our people, promoting an inclusive culture.

Role	Cloud platforms administrator
Department / Location	Data, technology and workplace team Manchester
Reports to	Technology platforms support manager
Package	Salary Band D, £40,000 – £54,000 pa 28 days annual leave (excluding bank holidays) Cycle to work scheme. Contributory pension scheme Employee support with public transport costs Supported training budget for staff. Access to Employee Assistance Program
Overview	<p>The data, technology and workplace (DTW) team has staff involved in technology support, system development, office and facilities management, and data and insights work. This role is focused on the administration of the cloud platforms we use to support everything we do at Salix. Core platforms include Oracle NetSuite, Microsoft 365, Azure and Salesforce (planned for 2025).</p> <p>The skills framework for the information age (SFIA) has been referenced in the construction of this JD. The primary competencies for this role from the framework are:</p> <ul style="list-style-type: none"> - Application support (ASUP) – Level 4 - Service acceptance (SEAC) – Level 4 - System software (SYSP) – Level 4 - Learning delivery (ETDL) – Level 2 - Incident management (USUP) – Level 4 - Customer service support (CSMG) – Level 3 - Software Configuration (PORT) -Level 3 - Systems & Software lifecycle Engineering (SLEN) - Level 3 <p>For more on SFIA go to their website at: www.sfia-online.org/en</p>
Key Responsibilities	<p>Provide effective resolution of application support issues to a high standard and timely manner for all cloud platforms with a particular focus on at least 2 of the following key services; NetSuite, Salesforce and Microsoft 365 suite/Azure</p> <p>Accurately document user issues using 3rd party ticketing systems e.g. Service Desk plus, Jira</p> <p>Acting as the subject matter expert, Administer the full product lifecycle for the technology products providing finance and ERP functionality (this includes inception, growth, maturity, decline and retirement)</p> <p>Support problem resolution, identify & implement continuous improvement initiatives</p> <p>Provide application support for the core finance/ERP products and ensure issues are managed to resolution.</p>

	Provide application support for M365 suite products inc powerbi, powerapps, Advanced Excel, Teams etc. SQL DBA experience a bonus
	Work with delivery teams, consultants and third parties to ensure that finance/ERP products are configured and developed securely to meet the service acceptance criteria and provided to the agreed standard.
	Develop and maintain stakeholder relationships and be seen as the primary point of contact around the ongoing development and innovation on the finance/ERP platform.
	Work with users of the finance/ERP platforms using a range of techniques to enable them to grow their skills and gain the most from their use of the platform.
	Engage with all DTW IT service management controls and processes ensuring the platform is managed with minimum risk
	Support the documentation and testing of any business continuity arrangements for the finance/ERP platforms.
	Maintain awareness of any confidentiality, integrity or availability risks with the platforms and work with stakeholders to mitigate any vulnerabilities.
	Apply, promote and endorse compliance in all applicable legal, regulatory and corporate policies, process and procedures ensuring business knowledge and understanding is maintained
	Undertake any other reasonable tasks linked to the role, as and when requested by the AD technology innovation & development.

Appointment Process

Salix is an equal opportunities employer and has a policy of equal pay. The Person Specification for this position can be found in Appendix 1. All criteria outlined in the specification are considered essential and will be assessed through a combination of the CV and interview.

Successful candidates are required to undergo and pass a DBS and BPSS security check to be employed by Salix. This will be carried out as part of the reference process, on receipt of the signed acceptance of a conditional offer.

How to apply

1. If you wish to apply for this role, please submit an up-to-date CV to salixapplications@ivyrockpartners.com.

Please specify in the application email subject the job title you are applying for and within the email where you saw the job posted.

Appointment timetable

- The position was advertised on **16th April 2025**
- The position will be closed on **30th April 2025**
- If you are shortlisted, interviews will take place in the week commencing **12th May 2025**

Key information about application

- All applicants must have the right to work in the UK and documentation is required to support this.

Appendix 1: Personal Specification

CRITERIA	DESCRIPTION	ESSENTIAL CRITERIA
QUALIFICATIONS	Bachelor's degree in relevant field or equivalent experience.	✓
EXPERIENCE	A minimum of 5 years' working on, and improving, finance/ERP/CRM platforms NetSuite /Salesforce preferred	✓
	Hands on exposure with advanced excel, powerBI, powerapps, powershell scripting etc to automate business process	✓
	MSSQL DBA, backend infrastructure administration.	
	Experience in managing Azure hosted services	
	Awareness of recognised IT service methodologies (e.g. ITIL) for the delivery of technology support services	
	Functional understanding of information & application security best practices and how to apply them effectively	✓
	Experience of engaging with stakeholders at all levels, including the executive management teams of organisations	✓
	Experience of delivering high quality documentation resources	✓
	Experience of working with suppliers to deliver organisational outcomes	✓
SKILLS AND ABILITIES	Excellent communication skills, both written and oral	✓
	Good presentation skills with the ability to lead different types of forums	✓
	Demonstrable ability to manage competing priorities and align to organisational need	✓
	Ability to assess and adapt to a situation whilst adhering to structured processes and business policy.	✓
	Attention to detail, Service excellence and outcome focused	
	Ability to articulate technical and service management concepts to non-technical staff	✓
	Ability to be a strong voice, advocating for the appropriate application of platforms in support of stakeholders and organisational need	✓
	Self-motivated with the ability to motivate others to deliver for the organisation	✓
	Ability to actively contribute to a professional service delivery model	✓

Key: ✓ = key criteria