

# Yorkshire Housing Role Profile

<b>Job title:</b>	Salesforce Administrator	<b>Leader of others:</b>	No
<b>Reports to:</b>	Applications Manager	<b>Contract type:</b>	Permanent
<b>Business Area</b>	Technology, Insight & Change	<b>Budget holder?</b>	No

## Job purpose

At Yorkshire Housing we're transforming the way we operate. We're leveraging new technologies to deliver a pre-emptive customer experience and creating an innovative environment for colleagues. It's a big change and it's really exciting.

As a Salesforce Administrator, you will have a critical role in delivering the vision and taking accountability for support and maintenance across the Salesforce platform as phased implementation and continuous improvement work is deployed. You will be a key member of the team, working collaboratively with colleagues across the organisation.

The post holder will support and maintain our Salesforce solution as it continues to grow. You will ensure security modelling is adhered to with appropriate end user permissions, as well as providing support and guidance, by working to achieve defined SLAs to meet business needs.

You will have a wide range of knowledge and established experience of Salesforce platforms, in particular Service Cloud, Field Services, and Experience Cloud, as well as technical support experience for Salesforce applications, associated tools, and components. Additionally, you will have experience and understanding of integration platforms and API capabilities.

You'll help to support the technology, business, and project teams with ongoing maintenance and end user support, in addition to the transition of phased implementation into BAU, new features, evaluating continuous improvement work, managing defects, and deploying small change, whilst developing a style and culture which encourages and motivates the team to deliver.

## Key responsibilities

- Work closely with relevant team members to provide an excellent service to meet end user needs and agreed outcomes.
- Ensure standards, principles, and appropriate techniques are followed to maintain a solution of excellent quality, which is user-friendly, and enables the business to deliver an excellent service to customers.
- Ensure all Salesforce technical and functional design documents are updated to agreed procedural standards and are shared accordingly with the appropriate technology and business teams, including handover acceptance in to BAU support from development and project teams.
- Executes Salesforce administrator configuration changes such as flow, assignment rules, approval processes, fields, page layouts, record types, dynamic layouts, apps, actions, custom settings, dashboards and reports, as well as routine maintenance tasks, using best practice and provides support and guidance to end users.
- Provide support with Salesforce user and license management such as new user setup, deactivation, roles, profiles, permissions, public groups, sharing rules, and ensures regular Salesforce security reviews and appropriate controls are maintained as directed.

- Provide assistance with evaluating upcoming Salesforce releases to execute deployment of agreed new features and functionality.
- Communication with appropriate teams such as architecture, project, development, test, and training teams, maintaining documentation and providing status updates on progress to stakeholders and colleagues as required.
- Collaborate with stakeholders to understand bugs and gather requirements for continuous improvement and desired change request outcomes for evaluation and referral to project and architecture teams or Salesforce Developers where appropriate.
- To investigate defects and refer complex bug fixes for future releases.
- Provide resolutions or workarounds for Salesforce incident tickets logged in the IT Service Management platform, manage user expectations, and adhere to ITIL problem management principles and internal procedures.
- Comply with Change Management principles, ensuring processes are adopted and changes are approved prior to deployment into production environments.
- Support integrated applications and engage with suppliers, partners, and third parties, using support portals and forums where necessary.
- Provide support throughout release management, cutover, and hypercare periods as directed.
- Keep up to date with new Salesforce functionality, industry trends, and best practice, attending relevant webinars, user groups, and training courses.
- Ensure tracking tools are updated with sufficient information where appropriate and are reviewed at regular intervals to ensure fixes or improvements are delivered in a timely manner.

**The above list of duties is neither exhaustive nor exclusive. The post holder is expected to undertake duties commensurate with the responsibility level of this post as directed**

What you'll bring to the role
<b>The main things:</b> <ul style="list-style-type: none"> <li>• Proven experience of working in a similar role with a record of success in this field.</li> <li>• A wide range of Salesforce product knowledge and at least 2 years of Salesforce Administration hands-on experience with Service Cloud, Field Services, and Experience cloud, including all aspects of Salesforce administrator configuration changes, release updates, and health checks.</li> <li>• Salesforce certifications, such as Salesforce Certified Administrator and Advanced Administrator.</li> <li>• Additional Salesforce certifications, such as Salesforce Certified Platform App Builder, Certified Platform Developer or Certified User Experience (UX) Designer</li> <li>• Demonstrate enhanced analytical, problem-solving, and logical skills, with the ability to support end users.</li> <li>• Understanding and experience of security management, auditing, and Salesforce security review scheduling.</li> <li>• Understanding of environment management, release management, cutover and hypercare activities.</li> <li>• Good knowledge and understanding of basic triggers and programming languages such as Apex code.</li> <li>• Previous experience of working in an organisation undertaking large scale transformation projects and implementing new technology.</li> <li>• Strong and confident communicator, able to collaborate and engage with stakeholders and colleagues to present solutions and provide relevant information.</li> <li>• An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues.</li> <li>• Personal values and approach that align with Yorkshire Housing's values.</li> </ul>
<b>It would be a bonus if you have:</b> <ul style="list-style-type: none"> <li>• Experience of MuleSoft's Anypoint Platform</li> <li>• Housing sector knowledge or experience of working in a similar organisation</li> <li>• Advanced Salesforce experience outside of Service and Sales Cloud, such as Field Service</li> <li>• Degree level education in a relevant subject area, or other equivalent qualification through training or experience</li> </ul>
<b>Our values:</b> <p>Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.</p> <p><b>Create trust</b> • Do the right thing, not the easy thing • Be honest and open • Do what you say.  <b>Be curious</b> • Think differently • Ask questions • Keep learning.  <b>Make it happen</b> • Own it • Do it • Be empowered.  <b>Achieve impact</b> • Do things that matter • Deliver results • Show pride and passion.  <b>Have fun</b> • Enjoy work • Be yourself • Stay connected.</p> <p>We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.</p>