**Yorkshire Housing Role Profile**

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| **Job title:** | Salesforce Solution Architect | **Leader of others:** | No |
| **Reports to:** | Head of Technology | **Contract type:** | Permanent |
| **Business Area** | Technology, Innovation & Change | **Budget holder?** | No |

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| **Job purpose** |
| As a Salesforce Solutions Architect you will be responsible for designing and implementing Salesforce solutions that meet strategic objectives. This role involves analysing business requirements, designing scalable and efficient solutions, and guiding development teams in the implementation of Salesforce features and functionalities. The Solutions Architect will ensure that Salesforce solutions align with business goals, best practices, and industry standards. |

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| **Key responsibilities** |
| * Analyse business requirements and translate them into scalable and effective Salesforce solutions. * Design end-to-end architecture for Salesforce applications, ensuring they meet business needs and integrate seamlessly with existing systems. * Develop and maintain architectural documentation, including data models, process flows, and technical specifications. * Ensure solutions are aligned with Salesforce best practices and industry standards. * Provide technical guidance and support to development teams during the implementation of Salesforce solutions. * Lead technical design sessions and architectural reviews to ensure quality and performance of the solutions. * Mentor and coach team members on Salesforce development and architecture best practices. * Collaborate with business stakeholders to understand their needs and provide technical expertise on Salesforce capabilities and limitations. * Communicate complex technical concepts to non-technical stakeholders in a clear and understandable manner. * Manage stakeholder expectations and ensure alignment between business requirements and technical solutions. * Stay up-to-date with Salesforce releases, features, and best practices to ensure the organization leverages the latest capabilities. * Identify opportunities for process improvement and optimization within Salesforce solutions * Ensure Salesforce solutions comply with organizational policies, standards, and regulatory requirements. * Implement and enforce data governance and security measures within Salesforce.   The above list of duties is neither exhaustive nor exclusive. The post holder is expected to undertake duties commensurate with the responsibility and level of this post. |

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| **What you’ll bring to the role** |
| **The main things:** |
| EXPERIENCE   * Extensive experience as a Salesforce Solutions Architect or in a similar role within a housing organization or related industry. * Proven track record of designing and implementing complex Salesforce solutions. * Strong familiarity with Salesforce platform capabilities, including, Service Cloud, Experience Cloud and Field Service Lightening. * Experience with integration of Salesforce with other systems using APIs, middleware, and other integration tools. * Experience and knowledge of utilising Enterprise Architecture tools and methods. * Technical experience of Cloud and on-premise solutions, including Saas, Cloud, AWS/ Azure. * Writing reports and summaries including for managers and Boards * Experience of successful stakeholder management   KNOWLEDGE   * Educated to degree level in a technical subject or equivalent gained through experience * Architecture Frameworks, tools and techniques   **SKILLS**   * Strong technical skills in Salesforce development, including Apex, Visualforce, Lightning Components, and SOQL. * Proficient in Salesforce administration and configuration, including workflow rules, process builder, and custom objects. * Excellent problem-solving and analytical skills. * Exceptional communication and interpersonal skills. * Ability to manage multiple projects and priorities in a fast-paced environment. * Excellent communication, interpersonal and negotiating skills at all levels * Highly organized and detail-oriented * Excellent analytical and problem-solving skills * Advanced data and analytical skills * Ability to successfully work both within a team and across the organisation * Able to establish and work to deadlines, and manage competing priorities * Organised and self-motivated, able to work in a team and with minimal supervision * Enthusiastic and dedicated to delivering excellence in both routine and strategic work * An appreciation of, and commitment to, equality and diversity in all aspects of the organisation’s activities |
| **It would be a bonus if you have:** |
| * A formal Enterprise Architecture qualification eg AWS Associate Solutions Architect * Understanding of TOGAF or equivalent Architecture Frameworks. * Agile methodology experience including working in Scrums * Social Housing Knowledge |
| **Our values:** |
| 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.  **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.  **Be curious** • Think differently • Ask questions • Keep learning.  **Make it happen** • Own it • Do it • Be empowered.  **Achieve impact** • Do things that matter • Deliver results • Show pride and passion.  **Have fun** • Enjoy work • Be yourself • Stay connected.  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. |