Yorkshire Housing Role Profile

Job title:	Senior Salesforce Developer	Leader of others:	Yes
Reports to:	Applications Manager	Contract type:	Agile Homeworking
Business Area	Technology, Innovation & Change	Budget holder?	No

Job purpose

At Yorkshire Housing we're transforming the way we operate. We're levering 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 Senior Salesforce Developer, you'll have a critical role in delivering this vision and taking accountability for Salesforce platform development work, including phased implementation and continuous improvement requirements. You'll be a key member of the team, working collaboratively with colleagues across the organisation.

The post holder will take responsibility for solution build, working to firm deadlines, and developing the solution in-line with service design and user stories, defined by an agreed scope to meet business needs.

You'll execute and help to manage the delivery of Salesforce development work as part of an ambitious project, achieving deadlines for handover to acceptance testing in readiness for final sign off. As well as implementation into the live environment, you will help deliver continuous improvement development work into our Salesforce platform.

You'll help to lead a team of Salesforce Developers and support the project and technology teams with delivery, transition to BAU, and continuous improvement work for Salesforce, by developing a style and culture which encourages and motivates the team to deliver.

You will work closely with the Applications Manager, Senior Salesforce Administrator, Test Lead, and relevant stakeholders to help shape internal procedures, and plan appropriate tasks associated to agreed timelines that are driven by key dependencies.

The post holder will contribute to how phased development and continuous improvement is implemented using Salesforce as a platform across Yorkshire Housing.

Key responsibilities

- Work closely with the Applications Manager to build a dedicated, high performing, and proactive Salesforce team that guarantees continuous delivery of development work against a defined scope, business objectives, and agreed outcomes.

- Ensure standards, principles, and appropriate techniques are followed to produce a solution of excellent quality, which is user-friendly, and delivers to the scope of pre-defined user stories, and enables the business to deliver an excellent service to customers.

- Ensure all aspects of the Salesforce build are documented to agreed procedural standards and are shared accordingly with the appropriate technology and business teams, including accurate completion of the service transition process for acceptance in to BAU support.

- Leads and executes Salesforce development work to best practice, providing support and guidance to members of the team.

- Communication with relevant project, change, test, and training teams, presenting solution build progress to appropriate teams and stakeholders as required.

- Collaborate with stakeholders to gather requirements for continuous improvement and to understand desired change request outcomes for inclusion in development sprints where appropriate.

- Provide support to the Senior Salesforce Administrator, including the evaluation of defects, providing solutions or workarounds, and accepting complex bug fixes into development sprints.

- Comply with Change Management principles, ensuring processes are adopted and changes are approved prior to deployment into production environments.

- 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 development tracking tools are updated with sprint progress details and are reviewed at regular intervals to ensure plans continue to meet agreed timescales.

- Provide coaching and guidance to team members of varied levels and experience, supporting their learning and development needs.

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

The main things:

You'll have extensive knowledge and established experience with Salesforce , as well as related technical experience of Salesforce applications, associated tools and components. Additionally, you will have experience and understanding of integration platforms and API capabilities.

As a confident member of the team, you'll have excellent communication and collaboration skills, with the ability to present a developed solution and related information to both technical and non-technically minded colleagues across the business.

As well as the below:

- Proven experience of working in a similar role with a record of success in this field.

- Advanced knowledge of programming languages such as Apex, Visualforce, and Java, including web development experience with HTML, CSS, and JavaScript.

- Extensive Salesforce platform knowledge and at least 5 years of Salesforce hands-on developer experience including Sales Cloud, Service Cloud, Community Cloud, and Field Service.

- Salesforce certifications, such as Salesforce Certified Administrator, Salesforce Certified Platform App Builder, and Salesforce Certified Platform Developer I and II.

- Experience with Microsoft Visual Studio, Salesforce Lightning Design System, and the Salesforce development lifecycle.

- Demonstrate enhanced analytical, problem-solving, and logical skills, with the ability to lead others.

- Proactive attitude towards Salesforce enhancements, bringing existing code into best practices, and the ability to write, interpret, and challenge technical specifications.

- Good people management skills with a genuine interest in supporting and developing people, able to allocate resources, clearly articulate goals, lead and motivate, and help team members reach their potential.

- Previous experience of working in an organisation undertaking large scale transformation projects using the Salesforce platform and implementing new technology.

- Strong and confident communicator, able to collaborate and engage with stakeholders and colleagues to present solutions and provide relevant information.

- Able to work flexibly from home, including undertaking travel within the Yorkshire region for meetings if required.

- An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues.

- Personal values and approach that align with Yorkshire Housing's values.

It would be a bonus if you have:

- Experience of MuleSoft's Anypoint Platform

- Additional Salesforce certifications

- Housing sector knowledge or experience of working in a similar organisation

- Degree level education in a relevant subject area, or other equivalent qualification through training or experience

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.