**Yorkshire Housing Role Profile**

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| **Job title:** | Salesforce Project Manager | **Leader of others:** | No |
| **Reports to:** | Programme Manager | **Contract type:** | Agile-Homeworking |
| **Business Area** | Change and Programme Delivery | **Budget holder?** | No |

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| **Job purpose** |
| The Salesforce Project Manager is responsible for leading and managing Salesforce projects from discovery through to completion utilising agile methodologies.  This role involves working closely with stakeholders across the business to ensure project outcomes are met delivering on time within budget to the agreed scope. You will plan and manage the delivery of Salesforce releases in accordance with the prioritised roadmap and oversee delivery through matrix management of internal and external colleagues, whilst providing governance and assurance oversight of change    A key part of this role is providing clear direction, effective leadership and support to the project team; developing a leadership style and culture which encourages and motivates the team to deliver the project.    The post holder will contribute to the ongoing development and continuous improvement of how change is managed across Yorkshire Housing. |

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| **Key responsibilities** |
| * Lead the planning and implementation of Salesforce projects using Agile methodologies. * Define project scope, goals, and deliverables in collaboration with senior management and stakeholders. * Develop and maintain detailed Agile project plans, sprints, and resource allocation. * Ensure that all projects are delivered on time, within scope, and within budget. * Oversee and ensure the development of comprehensive project documentation and agile artifacts such as user stories, sprint backlogs, and burndown charts. * Work closely with the business sponsor and develop effective working relationships in order to understand business needs and ensure the delivery against defined scope, and business objectives and required outcomes. * Communicate effectively with stakeholders to manage their expectations and ensure they are informed of project progress. * Conduct regular meetings, including daily stand-ups, sprint planning, and retrospectives, to keep stakeholders and team members aligned. * Act as the point of contact for any issues or escalations related to the project. * Identify potential risks and develop mitigation strategies. * Monitor project risks and issues, and implement corrective actions as necessary. * Work with PMO colleagues to manage internal and external resources across all stages of the project with a focus on ensuring business readiness and benefits realisation. * Work with PMO colleagues to identify areas for improvement in project management with a focus on delivering increased business control and value across the portfolio of change * Contribute to and adhere to the agreed PMO approach and timetable, providing the appropriate information to agreed targets of timeline and accuracy. * Uses recommended portfolio, programme and project control solutions for planning, scheduling and tracking. Sets up project level governance, files, logs and appropriate governance meetings [e.g. project board, assurance meetings]   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. |

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| **What you’ll bring to the role** |
| **The main things:** |
| **Knowledge:**   * Relevant Professional qualification (e.g. Agile Scrum Master, MSP, PMP, PRINCE 2 practitioner) * Strong understanding of Salesforce capabilities.     **Skills:**   * Strong planning and organisational skills with attention to detail and ability to multi-task and prioritise project activities. * Excellent Agile project management skills, including planning, execution, and stakeholder management. * Proficient in Agile project management tools * Strong problem-solving abilities and attention to detail. * Ability to manage multiple projects simultaneously and work under pressure. * Excellent written and verbal communication skills – presenting project progress ensuring a business understanding of the project life-cycle     **Experience:**   * Proven experience of successful delivery as a Project Manager, preferably in Salesforce or CRM implementations. * Strong familiarity with Salesforce platform, including, Service Cloud, Experience Cloud and Field Service Lightening. * Experience managing projects in a fast-paced, Agile environment. * Demonstrated experience in leading Agile teams and projects. * Evidence of delivery and understanding across a wide range of business and technical projects and able to demonstrate tools and techniques to deliver, report and track benefits * Evidence of building and leading teams including leading people who are inexperienced in project management, working with external providers and ensuring business ownership. * Appetite for change, flexible and can-do mentality with drive and enthusiasm whilst maintaining necessary project controls and best practice |
| **A bonus if you have:** |
| * Sector experience in Housing or related service delivery delivering business and technical projects * Experience of working with diverse project teams of internal and external colleagues, overcoming logistical barriers such as location, priorities, methods. * Experience across a range of projects demonstrating the ability to focus on large and complex change or multiple parallel projects. * Full UK Driving license and access to a car for business purposes |
| **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. |