**Yorkshire Housing Role Profile**

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| **Job title:** | Salesforce Technical Manager | **Leader of others:** | Yes |
| **Reports to:** | Applications Manager | **Contract type:** | Agile - Homeworking |
| **Business Area** | Technology, Insight and Change | **Budget holder?** | No |
| **Car Allowance** | No | **DBS** | No |

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| **Role purpose** |
| The Salesforce Technical Manager will lead and manage the Salesforce team to ensure that the Salesforce platform is developed and maintained in line with the needs of Yorkshire Housing and in line with standards of best practice. They will ensure that YH are gaining the most from the capabilities of Salesforce and are guiding our development and functionality roadmap.Having overall technical ownership of the platform, they will manage a team of Salesforce specialists to ensure that appropriate standards and procedures are in place to maintain the platform to the highest standards. This will include a continuous improvement development pipeline for small incremental changes and bug fixes on the platform.They will also work as part of the transformation programme to oversee the development of major new functionality and it’s release into production.As part of the Technology, Insight and Change Directorate, the role holder will work collaboratively with their peer group and the wider business to strive to deliver an exceptional colleague and customer experience.  |

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| **Key responsibilities** |
| **Technology Operations*** Lead the operational BAU Salesforce team within the Applications Team.
* Lead and coordinate continuous improvement across the Salesforce platform
* Manage the transition of new releases from development into production “business as usual” operations
* Contribute to the development of relevant technology policies, standards, governance and performance metrics, to ensure Technology delivers value to the business.
* Support major Technology incident recovery and contribute to effective disaster recovery plans and methods to ensure business continuity.
* Oversee 2nd and 3rd line support, advice and guidance to end users, typically following escalation from the Technology Service Desk or Change Portfolio, including developing knowledge base articles and procedures to enable users to self-serve
* Support the team to carry out maintenance, system administration and monitoring routines to ensure platform, system and database stability, data integrity, resilience, security and compliance
* Ensure Change Management procedures are followed before deployment to the live systems, including release management, coordinating and carrying out quality assurance and user acceptance testing
* Oversee the coordination and execution of testing and installation software patches, updates and releases ensuring minimal disruption to users
* Ensure that customisations are documented sufficiently to ensure future supportability.
* Be the key escalation point for the Portfolio Delivery Team in relation to Salesforce technical issues.
* Represent all elements of the Salesforce platform on the Technical Design Authority, ensuring that requests, changes and standards are all assessed from a Salesforce perspective.

**Portfolio Delivery*** Translate business requirements into well-architected solutions that best leverage the Salesforce platform and products
* Analyses user needs, produces requirements documentation and system plans, and encodes, tests, debugs, maintains and documents programs and applications
* Participate in technical design sessions; develop technical solution documentation aligned with the business objectives
* Apply best practices and technical/business experience to Salesforce solutions, including design trade-offs and communication of design decisions
* Implement Salesforce solutions that adhere to platform best practices. Typical Salesforce implementations include custom platform development (Apex, Visualforce, Lightning Components), integrations with back office systems and complex data migrations
* Develop, test, and document custom development, integrations, and data migration elements of a Salesforce implementation

**Communication & engagement*** Lead and manage communications within your team
* As the Salesforce Technical owner, work across portfolio delivery and BAU operations to ensure consistency and standards are maintained across both areas.
* Form positive close working relationships with stakeholders across Yorkshire Housing
* Attend and in some cases coordinate external user groups and account review meetings with suppliers
* Develop effective relationships with other organisations using Salesforce and keep abreast of new developments, and technologies to ensure that Yorkshire Housing implementations reflect current thinking and good practice
* Maintain effective communication with relevant system providers and other relevant third-party organisations to ensure issues are resolved promptly, and to maintain Yorkshire Housing awareness of product roadmaps.

**Team Leadership*** Lead, develop, and manage a team of Salesforce Administrators and Developers; encouraging career progression through personal development and performance management.
* Provide guidance, coaching, mentoring and day-to-day direction for the team.
* Communicate a clear vision, clear performance expectations, targets and high standards of behaviour for the team and lead by example.
* Drive a service excellence ethos and a culture of continuous improvement across the full team, while fostering a positive culture where the team feel aligned and engaged.
* Collaborate with leadership colleagues across the Technology, Insight & Change Directorate to develop a true performance culture and implement joined up plans that deliver our goals.
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| **What you’ll bring to the role** |
| **The main things:** |
| **Qualifications / Experience / Knowledge Required*** Bachelor’s degree in Computer Science, Software Engineering, Management Information Systems, and/or a related field
* Implementation experience with major technology programs
* Experience defining and delivering enterprise applications on the Salesforce platform
* Experience managing ‘BAU’ operations, administration, development, continuous improvement, release management, maintenance and support of the Salesforce platform, including transition from change to operational
* Ability to understand and be responsive to customer needs and to advocate for customer success
* Ability to work independently and as part of a distributed team and a willingness to take ownership of problems
* Strong presentation and facilitation skills
* Great communication and interpersonal skills, with an approachable style.
* Excellent analytical and problem-solving skills
* Adapt at establishing and working to deadlines amidst competing priorities
* Experience in all aspects of leading and managing a technical team
* Willing to work outside of normal business hours, on an occasional basis
* Technical certification as follows:
	+ Salesforce Certified Administrator and/or Advanced Administrator
	+ Platform Developer I
	+ Platform Developer II
	+ Platform App Builder
* Proven ability to design and optimize business processes and integrate business processes across disparate systems
* Strong background in design and development of enterprise systems as part of a complete software product lifecycle

**Professional/technical skills:*** 5+ years project experience in a hands-on technical leadership position
* 4+ years or more experience with Salesforce in a development or configuration capacity
* Knowledge of Salesforce Best Practices using Apex and Visualforce
* Experience building integrations with Salesforce and 3rd-party APIs with the Salesforce platform. In-depth knowledge of Salesforce SOAP API, REST API, and BULK API
* Extensive development experience using VisualForce, Apex controllers, Triggers, Batch Apex, and other programmatic solutions on the Salesforce platform
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| **A bonus if you have:** |
| * Experience of working in a structured ITIL aligned culture
* ITIL Foundation qualification
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| **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.  |