

Yorkshire Housing Role Profile

Job title:	Salesforce Developer	Leader of others:	No
Reports to:	Applications Manager	Contract type:	Permanent
Business Area	Technology, Innovation & Change	Car Allowance:	No
Budget holder?	No	DBS Required:	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 Developer, you will have a critical role in delivering this vision and taking accountability for Salesforce platform development work, including continuous improvement requirements. You will be a key member of the team, working collaboratively with colleagues across the organisation.

The post holder will take responsibility for implementing and maintaining solutions on the Salesforce platform. Working to firm deadlines, you will develop the solution in-line with service design and user stories, defined by an agreed scope to meet business needs.

You'll execute Salesforce development work achieving deadlines for handover to acceptance testing in readiness for final sign off. You will oversee a continuous improvement development pipeline for small incremental changes and bug fixes on the platform, as well as release management and automated deployments, ensuring version control, best practices, and a robust process to enhance code quality, stability, and team productivity.

You will have knowledge and experience of Salesforce clouds, 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 will 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.

You will work closely with the Applications Manager 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

- Develop and Implement Salesforce solutions based on business requirements.
- 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 into BAU support.
- Lead and execute the Salesforce Business As Usual development pipeline(s), working 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.
- Identify defects, provide solutions or workarounds, and accept 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.

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:

- 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.
- Salesforce platform knowledge and at least 2 years of Salesforce hands-on developer experience including Service Cloud, and Experience Cloud.
- 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.
- Proactive attitude towards Salesforce enhancements, bringing existing code into best practices, and the ability to write, interpret, and challenge technical specifications.
- 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 • Experience of Field Service and Sales Cloud • Housing sector knowledge or experience of working in a similar organisation • ITIL Foundation qualification • 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.	
Date Profile Last Reviewed:	October 2025