**Job Description**

**NHS Professionals**

**Job Title** Lead Salesforce Developer

**Grade**  SME4

**Location**  Hemel Hempstead / Leeds / London

**Role Summary**

The Lead Salesforce Developer is responsible for overseeing the design, coding, and implementation of Salesforce applications. They will lead a team of 2 Salesforce Developers, working closely with the Salesforce platform to create solutions that meet the specific needs of NHS Professionals. This role requires extensive experience in various Salesforce products and technologies, including Sales Cloud, Service Cloud, Experience Cloud, Marketing Cloud, Data Cloud, Agent Force, and MuleSoft, along with leadership and people management experience.

**Organisational Position (Illustrative)**

**Responsibilities**

* Team management
  + Lead and manage a team of two Salesforce developers, providing guidance, mentorship, and support to ensure their professional growth and development.
* Development
  + Design, code, and implement Salesforce applications, including writing Apex code, Visualforce pages, and Lightning components.
  + Leading the development team to ensure best practices and coding standards.
* Integration and Data management
  + Integrate Salesforce with other systems using APIs and middleware, particularly Mulesoft, to ensure seamless data flow and interoperability.
  + Ensuring seamless data migration, data quality, and data integration across various Salesforce clouds.
* Customisation
  + Customising Salesforce objects, fields, workflows, and validation rules.
  + Leading the team to deliver custom solutions that align with business needs.
* Testing and Maintenance
  + Writing and executing technical test classes to ensure code quality.
  + Overseeing the development and execution of test plans and strategies.
  + Providing ongoing support and maintenance for Salesforce applications, ensuring they remain aligned with evolving business needs.

**Accountabilities**

The Lead Salesforce Developer is accountable for the quality and functionality of the Salesforce applications developed by their team. They are responsible for ensuring that the code is robust, efficient, and meets the specified requirements and NHSP governance. Additionally, they must ensure that the solutions are scalable, maintainable, and adhere to best practices and organizational standards

People Management / Leadership

* The Lead Salesforce Developer is responsible for providing guidance and support to their team members, fostering an environment of continuous learning and development. They must ensure each team member is effectively contributing to the project goals and help them overcome any technical or professional challenges they may face. Through effective mentorship and by leading by example, they inspire their team to achieve their full potential and drive continuous improvement in all aspects of Salesforce development.
* Additionally, they play a role in influencing the overall direction of Salesforce development within the organisation. By setting high standards for coding practices, ensuring adherence to best practices, and promoting a culture of innovation and excellence, the Lead Salesforce Developer significantly impacts the quality and success of the solutions delivered.
* Their leadership and expertise help shape the strategic initiatives and technical roadmap, ensuring the Salesforce applications not only meet current business needs but are also scalable and adaptable for future growth.

Role interaction  
The Lead Salesforce Developer interacts with various stakeholders, including functional and business analysts, project managers, and other developers. They take a lead role in collaborating closely with cross-functional teams to understand business requirements and translate them into technical solutions. The Lead Salesforce Developer is responsible for overseeing and guiding the work of other Salesforce Developers, ensuring that the developed solutions align with business needs and objectives. The Lead Salesforce Developer's strategic vision helps shape the technical roadmap and ensures the Salesforce Development team bring the vision to life.

Autonomy

The Lead Salesforce Developer is expected to work independently, managing their own tasks and projects as well as those of their team. This role demands making critical technical decisions and charting the course for project and operational delivery without the need for constant supervision. They are expected to demonstrate sound judgement by seeking guidance or escalating issues to higher management when necessary, ensuring alignment with NHSP goals and maintaining the integrity of the development process.

Accountability

The Lead Salesforce Developer is accountable for the quality and functionality of the Salesforce applications developed by the Salesforce Development team. They are responsible for ensuring the team’s code is robust, efficient, and meets the specified requirements and NHSP governance. They must also ensure solutions provided by the team are scalable and maintainable, and that they adhere to best practices and organisational standards.

Initiative / judgement

The role requires a proactive approach and sound judgement. As the team lead, the role is expected to identify opportunities for both process and procedures improvements within the team, IT teams and wider organisation. They must be adept at evaluating the potential impacts of their decisions, ensuring that choices made are beneficial not only to immediate projects but also align with the long-term strategic goals of the company.

They should exhibit a forward-thinking mindset, anticipating challenges and devising innovative solutions to navigate them. With their deep understanding of the Salesforce ecosystem and the specific needs of the business, they must be capable of making pivotal decisions independently, while knowing when to seek input from senior management to ensure alignment with organisational objectives.

Problem-solving skills and the ability to think critically are crucial for this role.

Pace / pressure

The Lead Salesforce Developer operates in a fast-paced, dynamic environment with tight deadlines. Tasked with leading a team of two Salesforce developers, they must balance managerial duties with hands-on technical work. The role requires not only the ability to meet tight deadlines but also the skill to prioritise and delegate tasks effectively to ensure that project milestones are achieved. Adaptability and quick decision-making are key, as the Lead Salesforce Developer must navigate the complexities of multiple, concurrent projects while maintaining the highest standards of quality and efficiency.

**Key Values:**

In addition to undertaking the duties as outlined above, the job holder will be expected to fully adhere to the following:

* **Equality and Diversity**

To act in accordance with NHS Professionals’ Equality and Diversity Policy - this is designed to prevent discrimination of any kind.

* + **Health and Safety**

Ensure that all duties are carried out in line with NHS Professionals’ Health and Safety Policy.

* + - **Corporate Image**

Always adopt a professional image.

* **Risk Management**

Responsibility for reporting complaints, incidents and near misses through the relevant channel.

Responsibility for attending health and safety training as required.

Responsibility for assisting in risk assessments.

* **Scheme of Delegation**

To comply with the Scheme of Delegation - this requires any employee to declare an interest, direct or in-direct, with contracts involving the organisation.

**Note:**

* **This job description outlines the roles, duties and responsibilities of the post. It is not intended to detail all specific tasks.**

**PERSON SPECIFICATION**

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| **Criteria** | **Essential**  (When applying for this job it is important you fulfil all these essential requirements.  If you do not you are unlikely to be interviewed) | **Desirable**  (When applying for this job it is desirable you fulfil these requirements. However, if you do not, you may still apply and may be interviewed) |
| **Qualifications and Knowledge:** | * Bachelor's degree in Computer Science, Information Technology (or a related field), or years equivalent experience and specialist qualifications. * Salesforce Certified Platform Developer * Strong understanding of Salesforce architecture and best practices. * Apex, Visualforce, and Lightning components. | * Proficiency in JavaScript, HTML, and CSS for front-end development. * Knowledge of SOQL and REST/SOAP APIs for data querying and integration. * Familiarity with Salesforce's no-code tools and low-code development approach. |
| **Experience:** | * Proven experience in leading and managing a team of Salesforce Developers. * Sales Cloud: Experience in managing and customizing Sales Cloud to enhance sales processes. * Service Cloud: Proficiency in configuring and customising Service Cloud to improve customer service operations. * Experience Cloud: Ability to develop and manage Experience Cloud communities for better customer engagement. * Marketing Cloud: Experience in building custom marketing experiences and automations using Marketing Cloud. * Data Cloud: Knowledge of Data Cloud for managing and analysing large datasets. | * Agent Force: Experience in using Agent Force for optimising agent performance and productivity. * Mulesoft: Proficiency in using Mulesoft for integrating Salesforce with other enterprise systems. |
| **Communication and People Skills:** | * Strong communication skills to convey technical information to non-technical stakeholders. * Team collaboration working effectively with cross functional teams and experience working with IT Directors and influential business stakeholders * Excellent problem-solving skills and ability to work independently and as part of a team. |  |
| **Organisational Skills** | * Attention to Detail: Ensuring accuracy and thoroughness in all aspects of development, from coding to testing and deployment. * Efficiently prioritising tasks and managing time and the team workload to meet deadlines and project milestones. * Collaboration: Working effectively with cross-functional teams, including operations, IT, and customer service, to achieve project goals * Maintaining clear and comprehensive documentation of code, configurations, and processes to facilitate future maintenance and updates |  |
| **Specialist Knowledge and Skills** | * Apex: Salesforce's proprietary programming language. * Visualforce: A framework for building custom user interfaces. * Lightning Components: Building modern, dynamic web applications for mobile and desktop devices. * SOQL: Salesforce Object Query Language for querying data. * JavaScript, HTML, CSS: For front-end development. * REST/SOAP APIs: For integrating with external systems. * Familiarity with Salesforce's no-code tools and low-code development approach. * Quickly identifying and resolving issues that arise during development and implementation. |  |
| **Physical Skills:** | Must pass pre-employment health assessment. |  |
| **Equality** | Candidates should indicate an acceptance of and commitment to the principles underlying NHSP’s Equality and Diversity and Health and Safety Policies. |  |

**SFIA COMPETENCIES AND LEVELS**

**Programming/software development (PROG) - Level 4**: Develops software components to deliver value to stakeholders. This includes writing Apex code, Visualforce pages, and Lightning components, as well as integrating Salesforce with other systems using APIs and middleware.

**Systems integration and build (SINT) - Level 4:** Integrates Salesforce with other systems using APIs and middleware, particularly Mulesoft. This involves managing data migration, data quality, and data integration across various Salesforce clouds.

**Testing (TEST) - Level 4:** Writes and executes test classes to ensure code quality and functionality. This includes developing and maintaining automated test scripts and performing manual testing as needed.

**Data management (DATM) - Level 4:** Manages data migration, data quality, and data integration across various Salesforce clouds. This includes ensuring data accuracy, consistency, and security.

**Configuration management (CFMG) - Level 4:** Provides ongoing support and maintenance for Salesforce applications, ensuring they remain aligned with evolving business needs. This involves managing configuration changes and updates to the Salesforce platform.

**Business analysis (BUAN) - Level 4:** Collaborates with business analysts, project managers, and other stakeholders to understand business requirements and translate them into technical solutions. This involves effective communication and teamwork to ensure that developed solutions align with business needs and objectives.

**Problem management (PBMG) - Level 4:** Identifies and resolves issues that arise during development and implementation. This involves troubleshooting and debugging code, as well as providing technical support to end-users.

**Quality management (QUMG) - Level 4:** Ensures that Salesforce applications meet quality standards and best practices. This includes conducting code reviews, implementing quality assurance processes, and maintaining clear and comprehensive documentation of code, configurations, and processes.