**Job Description**

**NHS Professionals**

**Job Title** Salesforce Developer

**Grade** SME3

**Location**  Hemel Hempstead / Leeds /London

**Role Summary**

The Salesforce Developer is responsible for designing, coding, and implementing Salesforce applications. They work with the Salesforce platform to create solutions which meet the specific needs of NHS Professionals. This role requires experience in various Salesforce products and technologies, including Sales Cloud, Service Cloud, Experience Cloud, Marketing Cloud, Data Cloud, Agent Force, and MuleSoft.

**Organisational Position (Illustrative)**

**Responsibilities**

* **Development**: Writing Apex code, Visualforce pages, and Lightning components.
* **Integration:** Integrating Salesforce with other systems using APIs and middleware, particularly Mulesoft.
* **Customisation**: Customising Salesforce objects, fields, workflows, and validation rules.
* **Data Management:** Managing data migration, data quality, and data integration across various Salesforce clouds.
* **Testing**: Writing and executing technical test classes to ensure code quality.
* **Maintenance:** Providing ongoing support and maintenance for Salesforce applications, ensuring they remain aligned with evolving business needs.

**Accountabilities**

Role interaction

The role interacts with various stakeholders, including functional and business analysts, project managers, and other developers. They will collaborate closely with cross-functional teams to understand business requirements and translate them into technical solutions. The role focuses on technical implementation and development of Salesforce applications based on the specifications provided by the Lead Salesforce Developer and other stakeholders: centered around coding, testing, and deploying solutions. Effective communication and teamwork are essential to ensure the developed solutions align with business needs and objectives.

Autonomy

The role requires a high degree of autonomy. The Salesforce Developer will be expected to work independently, managing their own tasks and projects. They should be able to make decisions regarding the best technical approaches and solutions without constant supervision. However, they should also know when to seek guidance or escalate issues when necessary.

Accountability

The Salesforce Developer is accountable for the quality and functionality of the Salesforce applications they develop. They are responsible for ensuring their code is robust, efficient, and meets the specified requirements and NHSP governance. They must also ensure their solutions 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. The Salesforce Developer should be able to identify opportunities for improvement and take the initiative to implement enhancements. They should be able to assess the impact of their decisions on the overall system and make informed choices which benefit the organization. Problem-solving skills and the ability to think critically are crucial for this role.

Pace / pressure

The Salesforce Developer will often work in a fast-paced environment with tight deadlines. They must be able to manage their time effectively and prioritise tasks to meet project milestones. The ability to work under pressure and handle multiple projects simultaneously is essential. They should also be adaptable and able to respond quickly to changing requirements or unexpected challenges.

**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**

|  |  |  |
| --- | --- | --- |
| **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 4 years equivalent experience and specialist qualifications. * Salesforce Certified Platform Developer OR * Salesforce Certified JavaScript 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:** | * 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 utilizing Agent Force for optimising agent performance and productivity. * Mulesoft: Proficiency in using Mulesoft for integrating Salesforce with other enterprise systems. |
| **Communication and People Skills:** | * Excellent problem-solving skills and ability to work independently and as part of a team. * Strong communication skills to convey technical information to non-technical stakeholders. |  |
| **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 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.