

## **Systems Development Lead - Hertfordshire**

### **Job Description & Person Specification**

#### **Job Description**

##### **Key Responsibilities:**

- Oversee the development of our Salesforce instance, ensuring that it meets our business needs and supports our mission in England
- Work with the Head of Digital and other stakeholders to define requirements for new Salesforce functionality and enhancements
- Develop and maintain Salesforce customizations and integrations, including Flows, Platform and Community Cloud
- Manage the Salesforce release process and ensure that changes are properly tested and documented
- Provide ongoing support and training to Salesforce users
- Ensure that our Salesforce instance is secure, stable and performs well
- Stay up-to-date with Salesforce releases and best practices, and recommend improvements to our instance

##### **Leadership, Management and Development:**

- Lead the development for Salesforce customizations and integrations for England
- Set clear goals and objectives for the development, and ensure they are aligned with the wider MCR Pathways mission
- Create a culture of continuous improvement and innovation within the development team and ensure the England team is prioritised correctly

##### **Standards & Service:**

- Ensure that our Salesforce instance meets the highest standards of quality, security, and performance
- Establish and enforce development standards and best practices, including code reviews and testing procedures
- Ensure that our Salesforce users receive prompt and effective support, and that their issues are resolved in a timely manner
- Monitor and report on Salesforce usage and performance, and use this information to improve our services

##### **Business Development & Efficiency:**

- Work with the Head of Digital and other stakeholders to identify opportunities to use Salesforce to improve our services and processes
- Coordinate Salesforce development and testing with the wider Digital team

- Develop and maintain integrations between Salesforce and other systems to streamline workflows and reduce manual effort
- Identify and implement process improvements to increase efficiency and reduce costs
- Collaborate with the wider MCR Pathways team to ensure that our Salesforce instance supports our business development goals

#### Key Relationships:

- Build strong relationships with key stakeholders, including the Head of Digital and South East England Programme Director, other department heads, and Salesforce users
- Collaborate with the wider MCR Pathways team to understand their business needs and provide solutions that meet those needs
- Work closely with external vendors and partners to integrate their systems with Salesforce
- Represent MCR Pathways at relevant industry events and conferences to stay up-to-date with Salesforce trends and best practices

### Person Specification

	Essential	Desirable
<b>Experience</b>	<p>Minimum 2 years of administering or developing on the Salesforce Platform</p> <p>Experience developing custom Lightning Web Components</p>	<p>Experience leading a Salesforce development project</p> <p>Experience working in the English education system</p>
<b>Functional Skills and Proficiency</b>	<p>Strong knowledge of Flows, Platform and Community Cloud</p> <p>Strong understanding of Salesforce security, data modelling and data management best practices</p>	
<b>Personal Skills and Attributes</b>	<p>Excellent communication and stakeholder management skills</p> <p>Ability to work independently and manage multiple projects simultaneously</p>	<p>Proactive problem-solving skills</p>
<b>Training and Qualifications</b>	<p>Salesforce Certified Administrator or equivalent</p>	<p>Salesforce Certified Platform Developer I or equivalent</p>