

# Agility: Salesforce Application Architect

*CAP celebrates the value of diversity and our aim is for our workforce to be as inclusive as possible as well as representing the communities we serve. With this in mind, we welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are committed to continue building an environment that embraces diversity and includes all.*

## Context:

Technology is a vital catalyst in facilitating CAP's essential anti-poverty initiatives, both locally in the UK and across our international operations. Entrusted with the responsibility of adapting to CAP's evolving requirements, we play a pivotal role in crafting solutions and empowering our staff and partner churches to leverage opportunities within the dynamic technological landscape. We use Salesforce as a platform as our key debt solution system, for HR, donor, volunteer, and partnership management.

## Purpose:

As a Salesforce Application Architect, you will play a key role in our Salesforce platform's internal design, data model, and security architecture. You will collaborate with cross-functional teams, including the Solution Architect and Senior Developers, to translate business needs into an effective and maintainable technical application design. You will also work closely with the Admins and Devs to support the daily development of solutions. This is a senior role for an expert in Salesforce's declarative capabilities, focused on ensuring the platform is configured to support our mission effectively for years to come.

## Personality:

As an adaptable team fuelled by a love for technology and helping people, we operate in a fast-changing environment. We value being flexible, ambitious, and resilient. Someone who takes joy in both leading and serving their team.

## Passion:

We're dedicated to using our technical expertise to offer robust and innovative solutions to the CAP family. As CAP undergoes a transformative tech journey, we seek individuals with unwavering passion to envision change beyond the ordinary. We want those who believe in the collective power of the church to uplift people from debt and poverty, turning challenges into opportunities. Our new platform is the key to realising CAP's vision for the UK church to serve those most in need. Let our shared passion for Jesus be the guiding light, transforming not just our systems but people's lives.

## Reports to:

Technology Development and Release Manager.

## Role:

## Accountabilities:

- **Architectural Design:** Work closely with our Solution Architect and Senior Developers to lead on technical application design and implementation plans. Focused on the technical details of the solution design process, motivated by delivering value to the users.
- **Technical Governance:** Work with our Solution Architect to align development with business goals, taking an agile and value driven approach. Ensure development quality is held to a high standard, particularly with regards to data quality, security, and scalability; providing technical oversight to the development team. Effectively leverage Salesforce tools and automations to fully exploit the advantages of the platform.
- **Declarative-First Development:** Fully aligned with our vision of building systems with a declarative-first approach; ensuring that programmatic development is used only in support of this. Resourcefully design features using Salesforce Flow, Process Builder, and other declarative tools.
- **Development Leadership:** Guide and encourage the team in an agile environment, along with our Senior Developers. Lead by example to foster a healthy team culture, inspiring the team to strive for development excellence.
- **Development Support:** Provide support to the Admins and Devs in the day-to-day development, and contribute directly as there is need. Comfortable with regularly reviewing the work of Devs and Admins.
- **Stakeholder Collaboration:** Partner with all key stakeholders to translate business requirements into technical solutions.
- **Documentation:** Create and maintain technical architectural documentation, including data models and design specifications.
- **Strategic Input:** Make practical recommendations to the Head of Technology on platform strategy, governance, and architectural improvements.

## Measurable outputs:

- Timely delivery of architectural designs and technical solutions.
- Implementation of value driven solutions, efficient data models, and robust security frameworks.
- Application designs and implementation plans follow a declarative-first approach.
- Application designs and implementation plans are strongly aligned with Agile Methodology.
- Quality technical design documentation with sufficient and suitable detail for developers.
- Proactive identification and planned resolution of architectural and technical debt.
- Regular involvement in the development process; building solutions, supporting developers, and contributing to work reviews.
- Effective mentorship and guidance that improves the team's declarative-first and Agile development approach.
- Proactivity in lean team and process improvement, especially related to the architectural pipeline.

- Proactive responsibility and actions in major incidents related to data or security architecture.
- Minimum of 9 self-led training sessions and contribution to at least 3 team training sessions per year.

## Culture

- Clearly live out and embrace the cultural values of CAP.
- Clearly demonstrate a heart and passion for the charity.
- Sincere acceptance, understanding and practice of the Christian ethos and purpose of the charity.

## Other responsibilities include:

- Being willing to pray with staff and fully engaged with our Christ-centered culture.
- Encouraging friends, family and other contacts to support the charity through the Life Changer program, and other fundraising initiatives.
- Attendance at annual CAP staff conferences.
- Completing all compulsory CAP training within given timescales.
- This role falls within the scope of the FCA's conduct rules, and you will be provided with training as to how these apply to the role. It is your responsibility to ensure that you follow these conduct rules.

The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment. It may change from time to time to reflect changing circumstances.

## Person:

### Education:

- Degree level or equivalent vocational training.
- Applicable Salesforce certifications (e.g. Certified Application Architect).

### Experience:

#### Essential

- Experience as a Salesforce Application Architect or a senior-level Salesforce professional involved in solution design.
- Experience in delivering technical solution designs for Salesforce applications.
- Proven ability to implement complex, scalable Salesforce solutions.
- Experience with Salesforce declarative tools, especially Flow.
- Solid understanding of Salesforce development concepts (Apex, LWC, Visualforce) with the ability to review code, provide oversight, and assist in development - even if not a full-time developer.

- Excellent communication and stakeholder management skills, with the ability to translate technical concepts into business-friendly language.
- Expertise in Salesforce data modeling, security, and sharing architecture.

#### **Desirable**

- Salesforce Certified Application Architect or other certifications from the architect path (e.g. Platform Data Architect, B2C Solution Architect).
- Other relevant Salesforce certifications (e.g. Platform App Builder, Advanced Administrator).
- Experience as both a Salesforce Administrator and a Salesforce Developer.
- Experience with Salesforce Non-Profit Cloud.
- Experienced in agile techniques, with an agile mindset.
- Expertise in Agentforce.

#### **Skills/abilities:**

- Excellent knowledge of Salesforce platform capabilities and their architectural implications.
- Exceptional evaluation, analytical, and problem-solving skills; able to hold a good balance between detail and the big picture
- Strategic mindset for designing solutions that are scalable, maintainable, and delivering value.
- Ability to work proactively and take the lead on technical challenges with an Agile mindset.
- Ability to build strong working relationships and work collaboratively with developers, administrators, and key stakeholders; Including across teams.
- Excellent communication at all levels, including the ability to communicate complex technical designs to non-technical stakeholders.
- Ability to work under pressure and self-manage projects with flexibility and resilience.

#### **Christian commitment:**

- The candidate must be able to give both verbal assent to and practical demonstration of Christians Against Poverty's Statement of Faith and Core Values.
- Must be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of their own personal faith and in line with CAP's Statement of Faith.

All adults working in or on behalf of CAP have a responsibility to safeguard and promote the welfare of children and adults. This includes:

- A responsibility to ensure a safe environment in which CAP services can be delivered.
- Identifying children and adults where there may be safeguarding concerns.
- Following the CAP *Safeguarding policy* in addressing any concerns appropriately.

**Date: September 2025**