

Agility: Senior Salesforce Developer

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 Senior Salesforce Developer, you will play a key role in the building, customisation, configuration, and maintenance of our Salesforce platform. You will collaborate with cross-functional teams, including the Solution Architect and Business Analyst, to understand business requirements and translate them into effective Salesforce solutions. The ideal candidate will possess strong technical acumen, excellent problem-solving skills, a passion for tech leadership and building forward.

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:

- **Development:** Develop, maintain and customise Salesforce applications, incorporating Apex, Visualforce, Lightning components, and integrations. Embrace an Agile approach at all stages of the development lifecycle.

- **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.
- **Solution Design:** Work closely with our Solution Architect, Business Analysts, and Product Owners to lead on technical solution design and implementation plans. Uphold our vision of building systems with a declarative-first approach, making full use of the team's admin capacity. Design scalable and performant solutions with a focus on delivering value to the customers.
- **Estimations:** Provide best-effort estimates for the sizing of tasks and escalate technical issues to the Development Manager.
- **Development Leadership:** Guide and encourage the team in an Agile environment, alongside the Development Manager. Lead by example to foster a healthy team culture, motivating and inspiring the team to strive for development excellence. Actively contribute to team ceremonies.
- **Work Reviews:** Comfortable with regularly reviewing the work of Devs and Admins, providing feedback and guidance where needed.
- **Project Work:** Own and manage delegated projects, working closely with stakeholders to clarify and document problems and solutions.
- **Testing:** Lead the development team in testing (unit and systems), debugging, and deploying fixes to production. Proactively identify opportunities for improving our testing strategy and tools.
- **Bug Fixes:** Triage, document, and resolve identified issues and bugs.
- **Documentation:** Ensure that the code base remains maintainable through adequate, but not excessive, technical documentation and design specifications. Adhering to Salesforce best practices.
- **Strategic Input:** Working with the Development Manager to continually enhance our working methods and pipeline to ensure optimal utilisation of resources. Make practical recommendations, alongside the Development Manager, to the Head of Technology on technical governance, tooling, and development practice improvements.
- **Continuous Improvement:** Stay updated on Salesforce developments, wider technologies, and best practices for continuous improvement. Actively share learnings with the team and contribute to team training sessions.

Measurable outputs:

- Timely completion of work within agreed timescales.
- Write efficient code that consistently abides by coding standards and quality principles.
- Uphold a high standard of technical governance, ensuring code quality and testing coverage is maintained across systems.
- Produce Agile and value driven technical solution designs with a declarative-first approach. Design solutions that are scalable, performant, and in line with customer requirements.
- Work well with the Development Manager, Product Owners, and other stakeholders to manage team workload and efficiently delegate project issues for timely delivery.

- Frequent and stable code deployments within sprint cycles, supporting the Release Manager in an Agile approach to releases.
- Achieve acceptable customer satisfaction for the systems in responsibility.
- Ensure that customer and stakeholder questions are responded to within a reasonable time.
- Regularly contribute to code reviews, pair/mob programming, and technical training sessions.
- Proactive responsibility and actions in major incidents, ensuring they are triaged in less than 4 working hours. Security vulnerabilities are identified and addressed within 5 working days.
- Proactive in Lean and Agile team and process improvement.

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.

Experience:

Essential

- 3 years experience of using and applying software development concepts and practices.
- Experience developing in Salesforce for a minimum of one year.

Desirable

- Salesforce certifications (e.g. Platform Developer I, Certified Javascript Developer).

- Solid understanding of Salesforce development concepts (Apex, LWC, Visualforce).
- Experience as a senior-level developer.
- Experience in delivering technical solution designs for Salesforce applications.
- Experienced in Agile techniques, with an Agile mindset.
- Excellent knowledge of browser, web (including HTML and CSS,) and database technologies.
- Familiarity of REST (Representational State Transfer) and SOAP (Simple Object Access Protocol) - based web service.
- Experience with Salesforce Non-Profit Cloud and Salesforce Experience Cloud.
- Experience with Salesforce declarative tools, especially Flow.
- Expertise in Agentforce.

Skills/abilities:

- Excellent knowledge of Apex code, Visualforce, Lightning Web Components (LWC), SOQL and SOSL Query Language, and JavaScript.
- Skilled at technical solution design with an Agile and value driven approach.
- A logical and technical thinker with excellent evaluation, analytical, and problem-solving skills.
- Able to hold a good balance between detail and the big picture, with a great level of organisational awareness.
- Excellent communication and stakeholder management skills, with the ability to translate technical concepts into business-friendly language.
- Able to build strong working relationships and work collaboratively with developers, administrators, and key stakeholders; Including across teams.
- Proactive in leading the development team on technical challenges with an Agile and collaborative mindset.
- Able to work under pressure and manage project challenges with flexibility and resilience.
- Able to balance responsibilities well, particularly between coding, solution design, and stakeholder management.

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: October 2025