



# SALESFORCE DEVELOPMENT MANAGER

APPLICANT INFORMATION PACK





## WELCOME FROM EMMA REVIE, CHIEF EXECUTIVE

The work of our foodbank network is inspiring but we face significant challenges ahead. Between 1<sup>st</sup> April 2018 and 31<sup>st</sup> March 2019, The Trussell Trust's Foodbank Network distributed 1.6 million three-day emergency food supplies to people in crisis, a 19% increase on the previous year. More than half a million of these went to children.

I want to see the end of the need for emergency food services in our country, to work with Government to ensure that our benefits system provides a genuine safety net for people and work is paid a fair wage, allowing individuals and families to thrive rather than just stave off crisis.

Although the recent Budget marked a positive step forward, there is still much more to be done and we will continue to work through the foodbank network to bring further change.

Working for The Trussell Trust means making a difference in people's lives. To continue our vital work, we rely on a team of dedicated people. Come and join one of the fastest growing charities in the UK!

A handwritten signature in black ink, appearing to read 'Emma Revie'.

**Emma Revie**  
Chief Executive



## WHAT WE DO

Our aim is to end hunger and poverty in the UK. We support a nationwide network of 1,200 food bank centres across the UK.

Together, we provide emergency food and support to people locked in poverty, and campaign for change to end the need for food banks in the UK for good.

In the UK, more than 14 million\* people are living in poverty - including 4.5 million children. As a nation, we expect no one should be left hungry or destitute, and we owe it to each other to make sure the right support is in place when we need it most.

It's simply not right that we live in a society where so many people are locked in poverty.

**Together, we can end hunger and poverty in the UK.**

\*14.2 million people in the UK population are in poverty.  
The Social Metrics Commission, 2018

## OUR VALUES

The Trussell Trust is committed to community built on diversity, tolerance, cooperation, and mutual respect. We want to contribute to society and demonstrate social responsibility.

Our values are **Compassion, Justice, Community and Dignity.**

These are reflective of the values we see embodied throughout the Trussell Trust network of food banks.

Whilst we recognise that charities, churches and organisations running food banks may hold additional or distinctive values, these are the values which we hold together as a network, and by which we hold one another accountable.



## HOW WE WORK

Our head office is based in Salisbury in Wiltshire, with satellite offices in London and Coventry.

We also have team members based across the UK supporting food banks at a local level.

Our support for the food banks in our network is delivered through six directorates, all of which report into our Chief Executive. These are:

- Operations
- Finance & Corporate Services
- Policy, External Affairs & Research
- Strategy & Impact
- People & Culture
- Fundraising

Whatever your skills or experience, there could be a role for you at the Trussell Trust.

## OUR BENEFITS

Our people are the most important thing the Trussell Trust has. Without our staff, we couldn't achieve our goals and create change.

Our staff are passionate about their work and the difference they make to the lives of others. The benefits package we offer supports our staff professionally and personally.

Benefits include **matched pension contributions** of up to 8%, **group income protection**, **payroll giving**, **flexible working**, **season ticket loans**, and **enhanced contractual leave**.

To find out more about the full range of benefits we offer, visit [www.trusselltrust.org/about/jobs/employee-benefits](http://www.trusselltrust.org/about/jobs/employee-benefits).



## THE ROLE

**Department:** ICT

**Responsible to:** Head of ICT

**Responsible for:** No direct reports

**Hours:** Full-time (37.5 hours per week) a fixed term two year contract (with potential future expansion / diversity as the platform matures).

**Salary:** Up to £40,000 per annum plus benefits

**Based:** Salisbury or London



## ROLE OUTLINE

A fantastic opportunity for a creative Salesforce specialist to make their mark in a newly established team. This is a pivotal role, responsible for driving forward the continued rollout, design, build and development of Salesforce and related applications; aligned with the Trusts strategy, values and goals.

This is a newly created, hybrid role and will be a fantastic opportunity for the successful applicant to shape the development of the role.

During 2019 / 2020, the Trust has gone through substantial growth and transformation, including a thorough overhaul of its ICT provision. This has included the creation of a Technology Programme with clear governance; a number of projects spanning infrastructure, applications, ways of working and data protection; significant investment in both one-off capital expenditure and ongoing budgets; and now establishment of an in-house ICT team for the long term.

The current Infrastructure includes Windows 10, Office 365, Cisco WebEx videoconferencing, VoIP desktop telephony system at the Salisbury HQ. Major applications include Salesforce CRM (critical to this role) and a custom-built Data Collection System (DCS), Upcoming initiatives include a Volunteer Management System and further enhancements to Salesforce, DCS and reporting capabilities.



# THE ROLE

## RESPONSIBILITIES

- Work with our management team to establish suitable processes to roll out Salesforce across the organisation
- Act as a subject matter expert on the Salesforce platform
- Work with management, business analysts, strategic planning and end-users to create and manage workflow rules, data validation, and triggers
- Create and document application requirements by working together with business analysts and those involved in the development of new functionality
- Effectively act as the liaison between users, vendors and the application development
- Own the development and configuration function by becoming a technology ambassador for the solution, demonstrating its 'use of' cases, and ensuring the Trust gets the best return on its investment by using the platform to its fullest extent
- Create and maintain documentation on processes, policies, application configuration and help related materials as database applications are developed
- Work with other departments to manage compliance with applicable standards to make sure that our solution is compliant from a technical perspective
- Comply with defined standards to make sure we are using the product in the safest way, and at the appropriate risk level
- Be aware of changes made as a result of quarterly Salesforce releases, and make recommendations based on their projected impact on our implementation
- Ensure that our product knowledge is up to date through all relevant channels



# PERSON SPECIFICATION

Requirement	Essential	Desirable
<b>Relevant knowledge and experience</b>		
Demonstrable experience with Salesforce CRM - product development / configuration	-	
Track record of Salesforce deployments, releases and environment management	-	
End to end lifecycle process management of CRM Application development	-	
Working with internal customers and external vendors to gather requirements and design technical solutions	-	
Solid experience of development / software methodologies	-	
Good written and verbal communication skills, with an ability to engage other stakeholders and user groups as appropriate	-	
Excellent interpersonal skills and an ability to communicate across teams	-	
Experience of delivering functionality against user stories	-	
Driving the evaluation, scope and completion of new development requests	-	
Experience developing (internal / external) customer-facing interfaces	-	
Advance knowledge of Salesforce CRM platform	-	
Ability to problem solve high-level software and application issues	-	
Ability to project manage / coordinate	-	
Extremely organised with good problem-solving skills	-	
Attention to detail, alongside excellent time management	-	
Have strong communication skills to be able to interpret the requests from the business into technical solutions and then deliver those solutions	-	
<b>Qualifications</b>		
Current Salesforce certification in relevant areas		-
Salesforce marketing cloud		-
Knowledge of ITIL framework		-
Degree in Computer Science / Software Engineering or equivalent		-
Several years of work experience with application and software development		-



# PERSON SPECIFICATION

Requirement	Essential	Desirable
<b>Aptitude, skills, and abilities</b>		
Innovative and creative	-	
Able to adapt to changing priorities	-	
Strong change and stakeholder skills	-	
Excellent verbal and written communication skills	-	
Advanced evaluation skills	-	
Commercial focus with analytical skills	-	
Ability to work effectively across teams	-	
<b>Personal attributes</b>		
Committed to ongoing professional development	-	
Supportive team-worker and facilitator	-	
Solution-focused	-	
Demonstrates a strong, visible passion and commitment to the Trussell Trust and its objectives	-	
Committed to diversity and inclusion, championing the principles of equality of opportunity	-	
Contribute to the effective and efficient running of the ICT Office as appropriate	-	
Represent the ICT Office appropriately across the organisation and the Trust to the wider community as appropriate	-	
<b>Core Competencies</b>		
Influencing – uses different communication channels, develops reasoned arguments, establishes bonds with others		
Adaptability – accepts the need for change, maintains a positive outlook and projects credibility		
Leading Self and Others – collaborates with others, analyses information to inform decisions, seeks opportunities to develop		
Solving Problems – identifies basic hypotheses, produces imaginative responses to problems, understands the Trusts strategic objectives		
Delivering Results – understands standards and procedures, manages own workload effectively, will go beyond the normal scope of the job		



## HOW TO APPLY

If you feel you have the required passion, energy and enthusiasm to help us bring an end to poverty and hunger, then you're on your way to becoming part of something that will make a real difference to people's lives.

To apply for the role please go to [www.trusselltrust.org/jobs](http://www.trusselltrust.org/jobs) and click on 'Apply for this job' by the role details. This will take you through to our online Applicant Tracking System (ATS). You need to complete the ATS process in one go so it may help you to prepare the following before you start:

- Current employer
- Position in organisation
- Length of notice
- Give a brief outline of the responsibilities associated with your current role (no more than 150 words)
- Explain your interest in the position and give details of any relevant experience you have (no more than 150 words)
- Then separately upload your CV and a letter outlining why you are just who we are looking for.

If you have questions about this position please call 01722 580 209 or email [people@trusselltrust.org](mailto:people@trusselltrust.org).

[www.trusselltrust.org/jobs](http://www.trusselltrust.org/jobs)

