Building homes, independence and aspirations

Job Profile

Job Title	Salesforce Admin		
Job Reference No.	HOMEJD1081	Date of issue:	Apr 2026

The job in a **nutshell…**

You'll be integral in the day-to-day involvement of the Salesforce environment which will include regular Salesforce major and minor upgrades.

Playing a key role in building clean, secure, and functional Salesforce solutions that bring benefit to the business, stakeholders, and its users.

Your technical expertise will be instrumental in evolving, planning, and designing further salesforce investments and ensure they are delivered in a meaningful way.

Supporting end-users by troubleshooting issues, providing training where necessary, and creating user documentation.

What **success** will look like**…**

Working in collaboration with IS, project teams and the wider business, you'll consistently enhance and improve our Salesforce offering and realise the benefits to our customers and colleagues.

You'll support in building clean, secure, and functional Salesforce solutions that brings benefit to the business and its users. Including configuration, customisation, and automation (e.g., workflows, process builder)

Supporting the implementation of new Salesforce features and functionality, including integrations with third-party applications to help our solutions run smoothly and improve user experience.

You'll play a key role in your own professional development by staying current on Salesforce releases, features, and best practices to drive continuous improvement and understand how this will benefit our own Salesforce environment and strategy.

You'll support the wider team with the evolution of their own skills and knowledge and be our resident SME in this area.

Proactively managing the environments, performance, data quality and updates of the Salesforce ecosystem and participation in the resolution of live incidents working closely with the relevant people to inform key stakeholders and quickly fix issues.

Collaborate with stakeholders to gather requirements and translate them into scalable Salesforce solutions.

Being a salesforce evangelist and able to show and demonstrate the usage and benefits of Salesforce to the business, as well as support with training, documentation and user adoption where required.

Taking an active input into key ceremonies such as daily stand up, sprint planning and retrospectives as well as continuously challenge and drive to improve our Salesforce development processes and activities.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We are intuitively collaborative • Work with others as part of one Home Group Team • Mentor and shadow others to share knowledge. • Be brave; communicate and collaborate with people beyond your usual team	**Salesforce administration and configuration** • Hands-on experience building, configuring and delivering Salesforce solutions • Day to day administration of Salesforce, including upgrades and environment management • Configuration and customisation using standard Salesforce tools
We have an eye for detail • Pays attention to the details. • Has the technical qualifications • Has the appropriate skills and experience	**Salesforce automation and integrations** • Experience using automation tools such as workflows and process builder • Supporting and implementing new Salesforce features and functionality • Working with third-party integrations to ensure systems run smoothly
We have a win-win mentality • Strive to find a solution everyone is happy with • Take ownership of joint issues and see them through to resolution. • Be positive and solutions focused	**Agile delivery and ways of working** • Experience working in an agile environment • Active participation in ceremonies such as stand ups, sprint planning and retrospectives • Continuous improvement of Salesforce development processes and practices

We'd also love you to have, or be **brilliant** at… (but don't worry if not)

Salesforce Certified Administrator or working towards

Knowledge of custom Salesforce development

Understanding of Salesforce data model, security model, and sharing mechanisms Experience of working in the housing association sector Experience of being part of large-scale digital transformations

We're all **accountable** for…

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety. Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you … they're there for a reason but don't worry, we'll help keep you informed along the way. Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours. Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group. Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff…

Budget Holder	No	Budget value up to £	Enter value
Manages People	No	# of direct reports circa	Enter value
Travel	Occasional	Driving Essential	No
DBS	None		


We have an eye for detail
We are intuitively collaborative
We have a win-win mentality
Accountable
We get where our customers are in their lives
We unleash the potential of others
Caring
Brilliant people
we are one team, unique and valued
We are organisers and drivers
We are self-starters
We are great influencers
Energised
We have creative spark
We know how the world works and our place in it
Commercial