

Salesforce Technical Architect

Job Level	5 TBC	Service	Data & Insight
Directorate	Internal Services	Function	Development
Direct Reports	0	Indirect Reports	Matrix manage programme/project resources

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its [fundamental principles](#): humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose	The Salesforce Technical Architect serves as the strategic technical leader and trusted adviser for Salesforce project implementations, driving enterprise-grade solutions that align with organisational mission and sector best practices. This role bridges the gap between complex technical requirements and mission outcomes by providing expert architectural guidance, risk management, and stakeholder leadership throughout the project lifecycle. The architect is responsible for establishing and maintaining technical excellence across all deliverables whilst fostering team development and contributing to organisational growth through mentorship, knowledge sharing, and active participation in funding and partnership development activities.		
Budgetary responsibility/ accountability	0	Accountability for other resources	0

Key Responsibilities	• Lead on all aspects of the technical design of our project implementations • Be a trusted advisor to our technical and business stakeholders • Lead on best practices for enterprise architecture covering security, performance, development processes and governance as part of project delivery • Lead the creation of technical design documents and other artefacts • Be pro-active in helping to manage areas of risk • Manage stakeholder expectations; negotiate solutions to complex problems with both the stakeholder and third-party partners; help stakeholders facilitate change • Support the team with technical guidance, peer-review and mentoring. • Contribute to business cases and other business development activities
Knowledge & Skills Mark Essential with a *	• Excellent communication and presentation skills to a wide range of audiences * • Expert level knowledge of Salesforce Sales/Service Cloud/Non-profit Cloud * • Expert level knowledge of Salesforce architecture and understanding of Salesforce ecosystem * • Expert level knowledge of, and experience in development with Apex, VisualForce, Lightning Components • Strong commercial awareness • A good understanding of other products including Community, Marketing Cloud and/or Pardot • Good knowledge of Web Development technologies • Good knowledge of JavaScript • Knowledge and/or experience of Einstein Analytics or Tableau
Experience Mark Essential with a *	• Proven & demonstrable experience as a Salesforce technical architect* • Salesforce developer & architect certification within the Technical Architect track or similar demonstrable experience* • Strong background in software engineering principles (object-oriented design, testing, CI/CD)* • Experience of working with Large Data Volume Salesforce org * • Experience delivering projects using agile Scrum methodology * • Experience of release management and continuous integration environments within the Salesforce ecosystem • Experience of leading the implementation of governance processes and standards • Experience of working with Salesforce Developer Experience Tools ('DX') • Experience in developing Salesforce managed packages • Experience with version-control tools (e.g. Github, Sourcetree). • Experience of working with Non-profits
Additional requirements	Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy.

Pre Engagement Checks Highlight bold as required	
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DBS- England & Wales	N/A
PVG- Scotland	N/A
Access NI- Northern Ireland	N/A
Driver Check	N/A
<u>International Roles Only</u>	
International Police Check	N/A
International Driving Licence for manual cars	N/A

Role Reference		Review Date	
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We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.