Chief Operating Office - IT

Job Title:	Software Engineer
Reporting to:	Software Engineering Manager
Dogs Trust Grade:	E
Location:	London office

Job Purpose

The Software Engineer is responsible for designing, developing and supporting the Dogs Trust Salesforce.com platform. The developer will use declarative flows for process automation - this will be done using requirements analysis and design techniques. Engineers will also write programmatic code according to specifications. Additionally, the software engineer partners with the architecture and infrastructure functions to ensure that the development meets agreed service level standards and roadmap requirements.

You will work closely with various departments to understand their requirements, implement solutions, and ensure the system is optimized to meet our business needs. This role requires a strong understanding of Salesforce best practices and a commitment to delivering high-quality support to our users.

Software Engineers will be required to gain familiarity with at least one other Dogs Trust platform (as well as Salesforce) to ensure all strategic platforms and be supported and enhanced (e.g. Unit4 ERPx, RxWorks or Iris Cascade).

Overview of the Department/Team

Dogs Trust IT Team consists of circa 40 staff – split across IT Platforms, Service Delivery, Data, InfoSec, Data Protection and IT Innovations Teams.

The IT department is responsible for the ongoing management and development of critical business systems that contribute to the overall success of Dogs Trust activities. The department focuses on delivering innovative solutions to support transformation initiatives and operational services across the charity.

Key areas of accountability

Design and develop Salesforce solutions based on business requirements.
Customize Salesforce applications to meet specific business needs.
Develop integrations between Salesforce and other systems.
Create custom code using screen flows and LWC.
Testing and deployment of Salesforce solutions.
Troubleshoot and resolve Salesforce issues as needed.
Collaboration with business users and other stakeholders to gather requirements and provide technical guidance.
Troubleshoot and resolve incidents with other Dogs Trust IT Platforms - e.g. Unit4 ERPx, RxWorks or Iris Cascade.

Any other reasonable duties.

Person Specification
Essential skills, qualifications, experience, and attributes
Degree or equivalent qualification in computer science discipline.
Extensive experience of using JavaScript and Salesforce LWC as well as advanced administration tools such as Salesforce Flow and custom settings.
Proven hands-on experience of analysis, design and development with the Salesforce application environment.
Experience in enterprise Integration Solutions and Web API development.
Experience with communities and the non-profit success pack.
Listening skills, excellent customer service skills and strong professional written and oral communications.
Experience supporting organisations with multiple currencies (Euro and GDP) as Dogs Trust operates with these currencies.
Experience of working remotely and with office-based teams.
Attention to detail with the ability to analyse and solve complex problems as well as provide documentation, guidance and instructions to users.
Create custom code using Apex and Visualforce.
Experience in managing source control for continuous integration and expert in tools such as Jenkins, GitHUB, MS TFS, JIRA, Knowledge of SFDX for packaging solutions.
Desirable skills, qualifications, experience, and attributes
Salesforce certifications – Sales (or Service) cloud consultant, app builder, platform developer I, and/or platform developer II.
Experience with Gearset desirable, or equivalent deployment tool.
Experience of using Jira and Confluence.
Experience of working in the not-for-profit sector.

Additional information
London based – but opportunities to work from home circa 3 days a week. (Occasional travel will be required to other Dogs Trust locations – predominantly in the UK and Ireland).
Last revised: March 2025