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| **Position title** | | | | **Salesforce Solutions Architect** | | |
| **Team/Group** | | | | CRM Team/Community & Enterprise Architecture/IT/Business Solutions | | |
| **Work level** | | | | 4 | | |
| **Position reporting to** | | | | Senior Solutions Architect | | |
| **Employment Type** | | | | Fixed Term Contract – 2.0 years | | |
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| **Vision, mission and values** |  | | Beyond Blue’s vision is that all people in Australia achieve their best possible mental health. Our mission is to work with the community to improve mental health and prevent suicide. We aim to achieve this by:   1. Promoting mental health and wellbeing 2. Being a trusted source of information, advice and support 3. Working together to prevent suicide   Beyond Blue’s values are **Collaboration, Respect, Enthusiasm, Excellence, Innovation and Integrity.** | | | |
| **Position purpose** |  | Beyond Blue are in the initial stages of a CRM transformation, and the role of the Salesforce Solution Architect will be part of a cross functional team focussed on delivering a CRM to enable a shared Beyond Blue view of person and organisation.  The role is responsible for the E2E solution architecture design of Beyond Blue’s Salesforce CRM, Sales Cloud and Nonprofit Success Pack including Salesforce data model and integration technologies.  The Salesforce Solutions Architect provide the necessary leadership, analysis and design tasks to support the development of technology solutions to ensure they meet business needs and align with architectural governance and standards.  The role will create deliverables that define the organisation's portfolio of "to be" and "as is" solutions — including systems (applications, processes and information), shared infrastructure services, and, shared application services and components to enable and drive targeted business outcomes. | | | | |
| **Role dimensions** |  | **Direct Reports** | | | | *Nil* |
| **Overall team** | | | | *CRM Program Team*  *Information Technology/Business Improvement*  *Community Engaged Beyond Blue Employees (Various)*  *External Vendors (Various)*  *Senior Solutions Architect* |
| **Financial Delegation** | | | | *None* |
| **Key accountabilities** |  | * Define the current and target state system landscape e.g. Salesforce object model, integrations, Security, Redundancy, CI/CD * Deliver and maintain current state and future state architecture documents including the assessment and evaluation of solution options and architecture * Work with Vendors to ensure sound architecture designs * Identify and document key risks, provide guidance and recommendations to ensure best fit and risk mitigation in moving from current state to target environment * Understand business drivers and business capabilities (future and current state) and determine corresponding system design and change requirements to deliver upon Beyond Blue’s business outcomes * Provide guidance on best practice standards for Salesforce configuration and and release management * Translate business and technical requirements into an architectural blueprint to achieve business objectives and documents all solution architecture design and analysis work * Provide consultation to the organisation, identify technical requirements and guide selection of best fit solutions to address business need * Provides deliverables such as standard definitions, reference models and architecture designs to help the wider IT & Architecture team assess the impact of new and ongoing technology investment * Act as a consultant on a broad range of technologies, platforms, and vendor offerings to drive targeted business outcomes * Lead analysis of the technology environment to detect critical deficiencies and recommend solutions for improvement * Communicate the value of enterprise & solution architecture to the organisation * Lead and facilitate the creation of governance, assurance, and standards to guide architectural decision making * Consult with infrastructure, project, and product teams to ensure solutions are consistent with the enterprise architecture, as well as to identify when it is necessary to modify the enterprise architecture * Provide solution architecture leadership and guidance to Beyond Blue, working closely with business stakeholders to assess compatibility between programs across the business, and proactively drive intended outcomes of end-to-end solutions * Work collaboratively with all team members and other teams within Beyond Blue to achieve overall objectives * Willingness to commit to and work in line with the Beyond Blue Values | | | | |
| **Key behaviours** |  | * We create a sense of fun and light-heartedness, and channel our energy and enthusiasm into meaningful work * We create clarity and ensure our actions align to our strategy, so we can prioritise our finite resources * We collaborate to provide solutions and options for feedback * We actively listen, and communicate openly and transparently * We build relationships internally and partner with the whole organisation on shared goals, problems, and solutions * We build relationships externally and partner with key external stakeholders for the benefit of the community * We adapt, flex and take an agile approach to plans to meet community need | | | | |
| **Qualifications and key selection criteria** |  | **Required**   * Master's or Bachelor's degree in business, computer science, computer engineering, electrical engineering, system analysis or a related field of study, or equivalent experience * Proven applied industry experience and a deep understanding, of at least 5 years, of Salesforce including Nonprofit Success Pack, Salesforce Data Modeling, LWC’s, Integrations and Security * Experience architecting end-to-end salesforce solutions * Excellent understanding of application development methodologies and infrastructure and network architecture * Advanced knowledge of the Salesforce data model, custom objects, and declarative configuration * Experience documenting as-is business processes with the ability to highlight and summarise opportunities for improvement * Experience designing to-be processes and solutions that can make a real tangible difference to a business and their end-users * Excellent written and verbal communication skills * Strong technical knowledge and skills with ETL tools (ideal but not mandatory)   **Knowledge/skills/experience**   * Ability to work with developers and vendors in an outsourced environment * Good understanding of product management, agile principles and development methodologies and capability of supporting agile teams by providing advice and guidance on opportunities, impact, and risks, taking account of technical and architectural debt * Proven ability to manage large, complex IT environments, with knowledge and skills in planning, resource identification and coordination, task and activity monitoring, risk and issues identification and management, reporting and overall architecture maintenance * Knowledge of various aspects of an enterprise technology architecture like business, information, data, network, and security * Understanding and knowledge of IT standards and controls * Demonstrated ability to prepare a variety of documentation types to a high standard including network architecture diagrams, project plans, briefing notes, correspondence and reports with a high level of attention to detail, and the ability to conceptually analyse and synthesise information. * Exceptional communication and stakeholder management skills, including vendor management | | | | |
| **Core Capabilities** |  | *Community voice​* | | | Capture community insights, ensure community insights inform our work, test we are having ​ | |
| *Community awareness & system change​* | | | Shift to a community centric way of operating, with the community and the need for system change informing how we work​ | |
| *Digital Capability Big Blue Door delivery​* | | | Increase our impact and reach across the community, and better understand and respond to community need and deliver personalised support informed by community insights and data. ​ | |
| *Agile Leadership​* | | | Respond in a shorter period of time and to enable more flexible and adaptable utilisation of resources across the organisation. It also enables us to embed our Ways of Working culture. ​ | |
| *Sustainable & diverse funding sources and supporting social impact​* | | | Develop a sustainable and diverse funding base, that strengthens our culture of philanthropy. We will invest and spend wisely, and plan for the longer term.​ | |
| *Best governance and demonstrating impact* | | | Balances stability and strong oversight, with dynamic decision-making processes that support responsive ways of working. We will measure our success – and our learnings – and share our insights with donors, philanthropists and government supporters. | |
| *Partner strategically for maximum impact​* | | | Work with the community, education, business, philanthropy and across government. Our engagement with partners will be purposeful, inclusive, transparent and respectful. | |