



Title:	In-Form Salesforce Developer
Contract type:	Full-Time/ Permanent
Location:	Hybrid or Remote – Flexible to be agreed
Starting Salary:	£60,423 pa Hybrid (Min 2 days per week in Head Office) £56,145 pa Remote
Closing Date:	Midnight 14 th June 26
Interview Date:	To be Confirmed

1. Introduction

Thank you for your interest in this post. This pack will give you some more information about the role and how you can apply. Please feel free to contact us if anything is not clear or you have further questions.

In-Form is the UK's leading client relationship and service management solution. Developed by Homeless Link on the Salesforce platform, In-Form gives our customers access to the information they need to support the people they work with. Currently we have over 300 customers, each with their own bespoke In-Form system. Many of these are in the housing and homelessness sector in England, but an increasing number are in other sectors across the UK. Find out more on our website www.in-form.org.uk.

The In-Form Salesforce Developer will join the Product Team ; a multi-disciplinary, agile development team of eight people, delivering development work that addresses customer needs, support requests, and enhancements for the In-Form product. The developer will design and implement scalable, secure Salesforce solutions, build integrations requested by customers, fix bugs, implement CI changes and manage technical debt to ensure system reliability and performance.

We are actively seeking to increase diversity within our organisation and would greatly welcome applications from people with lived experience of homelessness, from a black or minority ethnic background and/or with a disability.

Thank you for your interest, and I look forward to receiving your application.

Will Lewis
Engineering Lead

Job Profile

Role Description

JOB PURPOSE

In-Form is Homeless Link's client recording system and is an application built on the Salesforce platform. The In-Form Salesforce Developer will join the Product Team in In-Form; a multi-disciplinary, agile development team of eight people, delivering development work that addresses customer needs, support requests, and enhancements for the In-Form product. The developer will design and implement scalable, secure Salesforce solutions, build integrations requested by customers, fix bugs, implement CI changes and manage technical debt to ensure system reliability and performance.

ACCOUNTABILITY

The In-Form Developer will be part of the In-Form Product team, reporting to the Engineering Lead.

LOCATION

Either based in the Homeless Link office in London for a minimum of 2 days per week or 100% remote working (with visits to the London office three or four times a year).

MAIN RESPONSIBILITY

- Design and build software to meet user needs
- Write clean, secure code following a test-driven approach, where the code is open by default and easy for others to reuse
- Develop and maintain functionality primarily within our Salesforce managed package, designing solutions that account for packaging limitations, while also supporting bespoke (unmanaged) development work for individual customers as required
- Translate user stories to code with Salesforce Platform features including Lightning Web Components (LWC), Apex, SOQL, JavaScript Salesforce Lightning Design System (SLDS), REST API, Git, packages and Agentforce.
- Support with In-Form's successful passing of the Salesforce Security Review as required either by Salesforce or internal priorities.
- Provide developer support for the In-Form Support desk in its day to day running, including troubleshooting technical issues and liaising with customers as required.
- Support other projects as required
- Plan own time to workplan and deadlines agreed with line manager.
- Take part in team meetings, In-Form user group meetings, Homeless Link staff days and other internal and external meetings as required.

General

- Roles and objectives in Homeless Link may change. All members of staff are expected to be prepared to work flexibly in response to changing organisational needs.
- All members of staff are expected to undertake any other responsibilities or tasks that are consistent with their role and/or reasonably required by the Chief Executive
- All members of staff are required to operate in accordance with Homeless Link's values, policies and procedures.

This is a description of the job as it is presently constituted. It is the practice of Homeless Link to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are required to reflect business needs. This will be conducted in consultation with you. It is the organisation's aim to reach agreement on changes, but if agreement is not possible, the organisation reserves the right to insist on changes to your job description, after consultation with you.

Person specification

SPECIALIST KNOWLEDGE FOR THE ROLE

Essential

- Communicating between the technical and non-technical – the ability to translate technical concepts relating to software engineering, delivery management and service management so they are understood by all.
- Information security – the ability to maintain the security, confidentiality and integrity of information systems through compliance with relevant legislation and regulations; designing, implementing and operating controls and management strategies to allow this.
- Development process optimisation - the ability to identify opportunities for improving the development process, make these improvements and evaluate their success; working with others to select and implement tools and practices to build confidence and reduce risk in each stage of the software development life cycle (from planning and prioritisation through to build, test, deployment and monitoring).
- Modern standards approach – the ability to apply a modern standards approach throughout automation and testing.
- Prototyping – the ability to apply technical knowledge and experience to create or design workable prototypes, both programs and physical outputs; understanding parameters, restrictions and synergies.
- Service support – the ability to maintain and support services; identifying, locating and fixing faults
- Systems design – the ability to create the specification and design of systems to meet defined business needs; working with business and technology stakeholders to translate business problems into technical designs; visualising the ideal user service and coming up with design ideas and possible design approaches; effectively exploring different approaches to solving problems.
- Systems integration – the ability to identify integration points between systems and processes, designing data contracts and communication between the components; making use of modern design patterns that reduce risk and complexity where possible; performing integration tests as part of the development process, drawing on suitable testing frameworks and methodologies.
- User focus – the ability to understand users and identify who they are and what their needs are, based on evidence; translating user stories and proposing design approaches or services to meet these needs; engaging in meaningful interactions and relationships with users; showing that you put users first and can manage competing priorities.

Desirable

- Understanding the whole context – the ability to look beyond the immediate technical problem and identify the wider implications; demonstrating knowledge of the relevant historical context and future impact; understanding how current work fits in broader contexts and strategies; identifying deeper underlying problems and opportunities.

GENERAL QUALIFICATIONS

Essential

- Salesforce Certified Administrator
- Salesforce Certified Platform Developer I

Desirable

- Salesforce Certified Platform Developer II
- An undergraduate or post-graduate degree in Information Technology, Computer Science, or relevant subjects

EXPERIENCE AND TRACK RECORD

Essential

- 5 years experience of Salesforce software development and design with increasing responsibilities and project complexities
- Programming experience in the latest Salesforce technologies including Lightning Web Components (LWC,) Apex, Visualforce, SOQL, JavaScript, Salesforce Lightning Design System (SLDS,) REST API, Git and packages

Desirable

- Experience with Salesforce managed packages (e.g. ISV/OEM AppExchange products) and working within packaging limitations.
- Experience of successfully passing the Salesforce Security Review process

GENERAL REQUIREMENTS FOR ROLES AT HOMELESS LINK

Essential

- Willingness and ability to work outside normal office hours.
- Willingness and ability to operate in accordance with the values and policies of Homeless Link.
- Willingness and ability to work flexibly in response to changing organisational requirements.
- Commitment to bring into the work the views, needs and voices of people with direct experience of homelessness.

Desirable

- A sound understanding of the causes, consequences and solutions to homelessness based on direct experience.

Key Competencies

Summary of Core Competencies

<p>Personal Contribution</p> <p>Personal Effectiveness: Demonstrating effective working practices, striving to deliver high performance</p> <p>Effective Communication: Demonstrates ability to communicate concisely, accurately and persuasively verbally and in writing with a range of audiences</p>	<p>Working with Others</p> <p>Teamwork: Working cooperatively, building and nurturing strong relationships within and outside the organisation.</p> <p>Stakeholder Focus: Identifying, understanding and striving to exceed the needs of all stakeholders.</p>	<p>Organisational Contribution</p> <p>Resource and Project Management: Achieving results through efficient and effective management of projects and resources.</p> <p>Entrepreneurial and Innovative Thinking: Generating and developing imaginative and innovative solutions and opportunities.</p>
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Role or Grade specific competencies

<p>Expert/Technical Knowledge: Demonstrating best use of required knowledge in specified field ensuring continuous learning and development.</p>		<p>Business & Commercial Acumen: Demonstrates understanding of the commercial environment, identifying and developing business opportunities.</p>
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Explanation of terms used

- **Role description:** gives details of the duties of the post. Use this as a guide to decide whether you think the job would suit you.
- **Person specification:** lists the criteria, which will be used to assess your application and covers the qualifications, specialist knowledge, experience, and track record that we are looking for.
- **Key competencies:** these are for your information. We will look for evidence of all these during the interview and testing stage if you are shortlisted.

1. Employee Benefits

Salary Scales for In-Form Salesforce Developer

Remote based: £56,145 - £62,019

Hybrid based: £60,423 - £71,123 (2 days per week in London Office)

It is our policy to appoint at the first point of the salary scale.

[For further information about working at Homeless Link follow this link](#)

2. How to apply

Sending in your application

Please provide your CV with a covering letter explaining how you meet the requirements for the role in the person specification and email to:

recruitment@homelesslink.org.uk.

We would also appreciate it if you would complete our online [EDI monitoring form](#), the information provided is not shared with the panel, but does really help us monitor the effectiveness of our selection procedures in relation to our EDI strategy

The closing date is Midnight on 14th June 2026. Applications received after the published closing date will not be considered.

Supporting people with disabilities

Homeless Link is committed to improving its employment opportunities for people with disabilities. Please let us know if you require support, modifications, adjustments, or special equipment to assist you with the recruitment process. We will contact you to discuss your requirements further.

Supporting people with experience of homelessness

As part of Homeless Link's commitment to support people with experience of homelessness, we have committed to giving feedback to applicants who have experience of homelessness.