



## Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

<b>Job title: Senior Salesforce Developer</b>		
<b>Department/Division: The International Growth Centre</b> <b>Accountable to: Head of Systems, Data and Knowledge Management</b>		
<b>Competency</b>	<b>Criteria</b>	<b>E/D</b>
<b>Knowledge and experience</b>	Extensive experience in Salesforce administration and development, including designing and implementing both declarative and code-based solutions.	E
	Proven ability managing a Salesforce CRM platform, specifically in a grant management or similar context.	D
	Experience of low-code and no-code development within Salesforce.	E
	Extensive experience of code-based development within Salesforce (LWC, Apex)	E
	Familiarity/experience with third-party applications (e.g., FormAssembly, Conga Composer, DocuSign, Gearset, Elements).	D
	Expertise in Agile project delivery and Salesforce DevOps practices.	E
	Experience in maintaining system architecture and functionality according to best practices.	E
	Extensive experience in initiating and managing change in business processes and IT solutions.	E
	Extensive experience in writing documentation including architectural principles, process maps, technical documentation, and user guides.	E
Holder of one or more of the following Salesforce certifications: Advanced Administrator, App Builder, Platform Developer I/II.	D	



<b>Communication</b>	Expert communication skills to engage with technical and non-technical stakeholders.	E
	Ability to provide top-level support and training on Salesforce functionalities.	E
<b>Service Delivery</b>	Expertise in defining service levels, communicating project progress, and escalating issues appropriately.	E
	Experience in providing a high-quality customer-focused service, to escalate and follow-up unresolved problems as required.	E
	Expertise in responding quickly to developing situations and remaining calm under pressure.	E
<b>Teamwork and motivation</b>	Demonstrated ability to lead and develop a technical team including identifying training and developments opportunities and leading team members in their work.	E
	Demonstrated ability to act as a role model, showing commitment to the IGC/LSE's values.	E
<b>Liaison and Networking</b>	Experience in building strong working relationships both internally and with external partners.	E
	Ability to represent the IGC in professional forums and discussions effectively.	E



<b>Planning and organisation</b>	Excellent organisational skills, including the ability to plan and prioritise a varied workload to meet deadlines in an efficient and effective manner both personally and of project teams.	E
	Highly flexible and agile to meet changing demands and priorities.	E
	Strategic planner and thinker able to plan, manage and execute sustainable technology architecture and solutions.	E
<b>Decision making</b>	Strong decision-making skills with the ability to propose and implement solutions that enhance organisational efficiency and effectiveness.	E
	Ability to lead strategic decision-making processes, providing high-level advice and guidance to senior management.	E
<b>Initiative and Problem Solving</b>	Exceptional problem-solving skills, with a track record of proactively identifying and resolving issues using innovative solutions.	E
	Works under broad direction and takes responsibility for completion of tasks on a day-to-day basis including delegation to project team members	E
	Ability to handle complex problem-solving scenarios effectively.	E

**E – Essential: requirements without which the job could not be done.**

**D – Desirable: requirements that would enable the candidate to perform the job well.**