



## 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.

**Job title:** Salesforce Administrator/Developer

**Department/Division:** International Growth Centre (IGC)

**Accountable to:** Head of Systems, Data and Knowledge Management

| Competency               | Criteria  | E/D |
|--------------------------|---|-----|
| Knowledge and Experience | At least two years' experience working as a Salesforce Administrator/Developer                          | E   |
|                          | Experience in initiating and managing change in business processes and IT solutions.                    | E   |
|                          | Understanding of architectural principles and best practices in a Salesforce context                    | E   |
|                          | Experience in configuring and/or developing no and/or low-code solutions using Salesforce system tools. | E   |
|                          | Experience in providing business system support and/or training.  | E   |
|                          | Experience in writing documentation including process maps, technical documentation, and user guides.   | E   |
|                          | Experience in delivering and maintaining IT systems in a complex operational environment.               | E   |
|                          | Experience of writing SOQL queries.   | E   |
|                          | Experience building LWC/Aura components and use of Apex programming language.                           | D   |



|                                       |  |   |
|---------------------------------------|--|---|
|                                       | Awareness of Project Management and Business Analysis techniques (Agile and Business Process diagramming).   | D |
|                                       | Salesforce admin/developer certification(s)  | D |
| <b>Communication</b>                  | Ability to convey in both written and oral form technical and complex information in a clear and effective manner to staff at all levels with varying degrees of interest and skills, including to non-technical colleagues. | E |
|                                       | Ability to find out what users already know to determine the appropriate level of detail needed in the response.   | E |
|                                       | Ability and confidence to provide expert advice and guidance about business systems, reporting tools, and business processes.  | E |
| <b>Service Delivery</b>               | Experience in providing a high-quality customer-focused service, to escalate and follow-up unresolved problems as required.  | E |
|                                       | Ability to work to defined service levels.   | E |
|                                       | Ability to communicate project progress and escalate issues appropriately.   | E |
|                                       | Ability to respond quickly to developing situations and to remain calm under pressure.   | E |
|                                       | Excellent interpersonal skills.  | 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 and be self-motivated.  | E |
|                                       | Ability to manage own workload and communicate potential conflicts to line managers.   | E |
|                                       | Strategic planner and thinker able to plan, manage and execute sustainable solutions.  | E |
| <b>Initiative and problem solving</b> | Ability to make constructive recommendations and devise creative solutions.  | E |



|                                |  |   |
|--------------------------------|--|---|
|                                | A heightened attention to detail.  | E |
|                                | Ability to resolve problems in a timely, effective, and efficient manner.  | E |
|                                | Able and willing to quickly gain a detailed knowledge of IGC's processes and how the SPEAR team supports them.         | E |
| <b>Liaising and Networking</b> | Ability to develop a good working relationship with business partners and stakeholders on a formal and informal level. | 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.