

## **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)

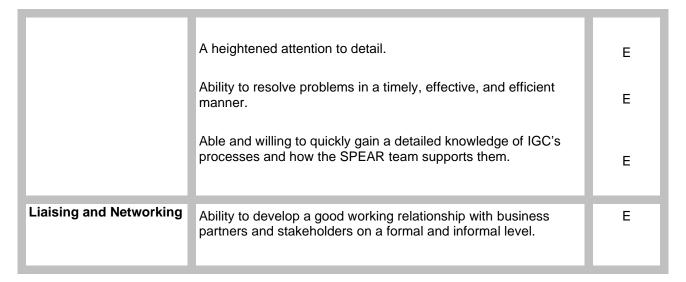
Accountable to: Head of Systems, Data and Knowledge Management

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
Communication	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
Service Delivery	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
Planning and Organisation	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
Initiative and problem solving	Ability to make constructive recommendations and devise creative solutions.	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.