



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Salesforce Administrator/Developer

Department/Division: International Growth Centre (IGC)

Accountable to: Head of Systems, Data and Knowledge Management

Job Summary

The International Growth Centre aims to promote sustainable growth in developing countries by providing demand-led policy advice based on frontier research. The IGC is comprised of a central London office and includes resident Country Programme teams in Bangladesh, Ethiopia, Ghana, Mozambique, Myanmar, Pakistan, Rwanda, Sierra Leone, and Uganda. The Country Programme is complemented by thematic initiatives, including the State Fragility Initiative, Cities That Work and the IGC Firms Initiative. Based at the London School of Economics and Political Science (LSE) and in partnership with the University of Oxford, the IGC is funded primarily by the Foreign Commonwealth and Development Office (FCDO) with support from other research funders and foundations.

The IGC's Salesforce CRM implementation, SPEAR, is administered by a small, in-house team. It forms the backbone of IGC operations and programme management, with a core user base that includes colleagues based both in London and overseas, as well as external stakeholders. From a very high-level, SPEAR is used to track grants received from donor organisations, manage projects that the IGC funds via these grants, manage financial and contracting processes, and track academic and policy impact related to these projects. The central objective of the SPEAR team is to maintain and extend functionality related to these and any other areas that are identified as having the potential to add value via the professionalisation and optimisation of business processes. The IGC Salesforce Administrator/Developer will work as a key member of the team in fulfilling this overarching objective by devising and delivering creative and robust technical solutions to complex business requirements.

Duties and Responsibilities

As the successful applicant, you will be responsible for:

1. Working with other SPEAR team colleagues to support and enhance SPEAR functionality by:
 - a. Delivering assigned items from the SPEAR development backlog, using no and low-code solutions, where appropriate.
 - b. Maintaining and optimising SPEAR, especially with regards to the release of new Salesforce platform features.
 - c. Maintaining an up-to-date knowledge of current Salesforce platform features and functionality, helping to identify opportunities for improvements made available by new



- Salesforce releases.
- d. Developing an in-depth and expert knowledge of SPEAR architecture and functionality, including the interface between Salesforce and other third-party applications such as FormAssembly, Conga Composer, DocuSign etc.
 - e. Being an active participant in the SPEAR team's approach to Agile project delivery, following agreed implementation processes and contributing the improvement of these, as required.
2. Providing effective business process and second line technical support to system users by:
 - a. Taking ownership of escalated support requests.
 - b. Ascertaining the priority of issues in conjunction with the business need.
 - c. Helping to solve users' problems directly and liaising with software suppliers where necessary.
 - d. Ensuring problems do not recur by identifying, recommending, and implementing sustainable solutions.
 3. Participating in the general improvement of business processes by:
 - a. Working with members of the SPEAR team and colleagues in other business areas to understand requirements and translate these into detailed specifications.
 - b. Providing user support on core Salesforce functionality, including guidance on the creation and implementation of reports and dashboards.
 - c. Creating, maintaining, and monitoring admin-specific reports and dashboards to maintain and identify potential source issues affecting data quality, user uptake etc.
 - d. Contributing to discussions on best practices for system use and business process implementation, utilizing an expert knowledge of systems, their capabilities and structure.
 - e. Recommending changes to improve quality or efficiency.
 - f. Liaising with other Salesforce colleagues at the LSE to improve and implement platform applications, where relevant.
 4. Maintaining system and training documentation, particularly related to new developments, using both native Salesforce features and third-party applications (including Elements).
 5. Supporting on testing and implementation of any SPEAR/Salesforce updates, using agreed frameworks.
 6. Contributing to the cyclical maintenance of the base data and system configurations that combine to ensure processes are effective, for example by maintaining and adhering to agreed architectural practices; maintaining configurations and code (where appropriate); and maintaining user accounts, profiles and sharing settings.
 7. Carrying out any other tasks requested appropriate to the grade of the post and its purpose.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

**Equity, Diversity and Inclusion (EDI)**

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.