



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: Business Systems and Data Officer

Department/Division: International Growth Centre **Accountable to:** Research Knowledge and Reporting Manager

Competency	Criteria	E/D
Knowledge and Experience	Experience of managing and processing large volumes of business data (in the capacity of a ' <i>data gatekeeper</i> ' or otherwise).	E
	Experience in providing business system support and/or training.	E
	Experience of support the implementation and rollout of Salesforce updates (or similar), system changes and applications.	E
	Experience in writing documentation including user requirements, process maps and/or user guides.	E
	Experience of Salesforce Administration, or an aptitude for developing the required equivalent skills.	E
	Experience of supporting business improvement projects, related to IT based improvements or otherwise.	D
	Experience within the Higher Education (HE) sector.	D
	Experience within a research, grants management or comparable organisation.	D
Service Delivery	Experience in providing a high-quality customer focussed service, to escalate and follow-up unresolved problems as required.	E
	Ability to work to defined service levels.	E
	Ability to respond quickly to developing situations and remain calm under pressure.	E
	Excellent interpersonal skills, including the ability to tailor communication styles according to customer.	E
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



	Willingness and ability to develop the skills and capabilities of staff.	E
Planning and Organising	Excellent organisational skills, including the ability to plan and prioritise a varied workload to meet deadlines in an efficient and effective manner.	E
	Ability to manage own workload and communicate potential conflicts to line managers.	E
	Experience of planning, organising and leading training sessions for Salesforce end-users.	D
Teamwork and Motivation	Ability to act as a Salesforce Champion, encouraging users to engage with the system and enabling a culture of data-quality and integrity amongst users.	E
	Able to provide support as required to the Salesforce Administrator.	E
Analysis and Research	Experience creating and running scheduled and ad-hoc reports to support management decision making.	E
	Able to source or collect quantitative and qualitative data, analyse and provide recommendations for action.	E
Liaison and Networking	Ability to develop a good working relationship with key stakeholders and user-groups.	E
	Able to demonstrate evidence of continuing professional development relevant to the post, including Salesforce Administration, best-practice and/or the HE sector.	D

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

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