



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: Business Systems and Data Officer

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

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 directs a global network of world-leading researchers and in-country teams in Africa and South Asia working closely with partner governments to generate high quality research and policy advice on key growth challenges, focusing on four themes: state effectiveness, firms, cities and energy. IGC's current partner countries include Bangladesh, Ethiopia, Ghana, Kenya, India, Mozambique, Myanmar, Pakistan, Rwanda, Sierra Leone, Tanzania, Uganda and Zambia. We also have flexible engagements in more fragile states, including Liberia, South Sudan and Afghanistan. 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 UK Department for International Development (DFID), with support from the Rockefeller Foundation and Bill & Melinda Gates Foundation.

The role is responsible for a number of tasks relating to the smooth running of the IGC's day-to-day data and operational activities, as well as providing key support for the implementation of business improvement initiatives within the organisation. This includes (but is not limited to) managing the day-to-day operations of the International Growth Centre's (IGC) Salesforce system (SPEAR), including first-tier support and troubleshooting, as well as supporting on the training and implementation of SPEAR during the rollout phase. Additionally, you will provide key support on the delivery of future business improvement projects, including integration between SPEAR and external systems and ongoing SPEAR development.

The role will lead in training new and current staff, seeking ways to continually maximise and generate user-engagement with the SPEAR, while also acting as a Champion for ongoing data quality and integrity.

The role will assist colleagues as required with business improvement projects, including requirements gathering, workflow documentation and administrative support.

Duties and Responsibilities

- Provide day-to-day support for SPEAR, including first tier support and troubleshooting for end-users.
- Create and maintain page layouts, fields and other rules to support ongoing IGC operations
- Create and run scheduled and ad-hoc reports to support IGC-decision making.
- Create and maintain users and user profiles, ensuring appropriate Security & Sharing permissions are granted and recorded.



- Maintain data quality by identifying, deleting, merging and resolving records, ensuring system data quality and integrity.
- Perform scheduled and ad-hoc data uploads and back-ups.
- Assist and support in the updating, testing and implementation of minor system updates across all environments.
- Develop and deliver end-user training, seeking ways to maximise and demonstrate the effectiveness of training-outcomes and end-user engagement.
- Act as a champion for Salesforce adoption across the IGC, both in London and with its internationally-based teams.
- As required, assist the Salesforce Administrator (Research Knowledge and Reporting Manager) and other relevant IGC staff to gather requirements, document workflows and undertake business improvement projects.
- Provide general administrative support relating to SPEAR, including but not limited to, minuting meetings, preparing draft documents and organisation of communications, as required.
- Champion a data-quality focussed culture amongst system-users.
- Lead ongoing activities associated with the cleaning and structuring of IGC data. Maintain an active knowledge of Salesforce developments and engage with the wider profession to ensure the IGC Salesforce system operates in line with sector-standards.
- Support on the gathering and documentation of business requirements and provide project management support during business improvement projects.
- Support the Research Knowledge and Reporting Manager with maintenance of the IGC's SPEAR development/business improvement backlog.
- Manage documentation and record-keeping activities associated with all of the above activities.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the demands 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.