|  |  |
| --- | --- |
| **Student System Manager** |  |
| **Role Description** |  |

|  |  |  |
| --- | --- | --- |
| **Grade & Salary:** | | 6 |
| **Campus Location:** | | Merchiston (subject to change) |
| **Line Manager:** | | TBC |
| **Line Management Responsibility for:** | | Student Systems Team |
| **Role Summary:** | | The Student Systems team is responsible for managing, maintaining, developing and supporting the University’s core student systems which underpin the business processes associated with the applicant and student lifecycle. The team is responsible for developing and managing relevant control procedures to ensure these systems meet the statutory, legislative and regulatory policies of the University.  These systems currently include the student records system, Tribal SITS, the Customer Relationship Management system, Microsoft Dynamics, and the Student and Academic Timetabling system, Scientia Syllabus Plus.  The role holder will work with colleagues across the University to ensure the student systems meet the University’s strategic, tactical and operational requirements. They will improve the systems in order to achieve efficiencies and enable business areas to improve accuracy of their data, acting as a trusted advisor to the Information Asset Owners and key stakeholders  The role holder will prioritise support requests from the business in line with the wider IS approach. They will collate requests for change and ensure that a backlog is maintained for review and prioritisation by stakeholders.  The role holder will be responsible for planning all aspects of the team’s activities, including business as usual tasks, projects and the helpdesk function. They will ensure that planned maintenance and reporting takes place on time and to the expected quality.  The role holder will have strong team building skills and will proactively build strong relationships with the team’s internal and external clients. They will ensure knowledge transfer between team members to remove single points of failure, ensuring that there is a pool of skilled resources able to meet demand.  The role holder will have strong communication skills and the ability to engage effectively with all stakeholders across the University and at all levels. |
| **Main Duties and Responsibilities** | | |
|  | Lead and manage the effective development, integration, operation and enhancement of the Universities student systems. | |
|  | Provide advice and guidance to business owners to improve their processes using student systems and advise them on control weaknesses identified. | |
|  | Lead increased integration with other University systems | |
|  | Provide strong leadership to the Student Systems team and manage their day to day activities and ensure knowledge sharing | |
|  | Manage and deliver projects on time, in budget and on scope by using formal project management methods. | |
|  | Manage and control team resources effectively | |
|  | Liaise and collaborate with key stakeholders across the University to prioritise, agree and deliver development activities. | |
|  | Develop and maintain strong relationships with internal and external clients. | |
|  | Represent the University on Sector Groups, Committees and at Events, and be well informed of sector developments | |
|  | Provide guidance, advice and direction in relation to complex data requirements of statutory bodies and the impact on the University’s systems. | |
|  | Contribute to the University’s evolving enterprise architecture improvement processes. | |
|  | Produce tenders, functional requirements and specification for student systems and responsible for procurement of student system related purchases. | |
|  | Represent the University’s interest in discussions with suppliers in relation to key student system issues. | |
|  | Ensure all of the team’s processes are documented within the agreed framework and maintained accordingly. | |
|  | Implement and maintain a training function in collaborating with business owners which includes documentation, scheduled training, maintaining training records etc. | |
|  | Ensure all new developments are appropriately designed, documented, process-mapped, tested and implemented, working closely with the development team and business owners. | |
|  | Drive customer service excellence within the student systems team. Actively seek and collate customer feedback and create an action plan to constantly seek to review and improve. | |
|  | Lead on delivering an operational team who are highly skilled, trained and motivated to deliver excellent services with the ability to identify potential in your team and be prepared to commit to their development. | |
|  | Lead on the My Contribution process for Student Systems. Ensure the continued embedding of the process through: meaningful discussions, setting of SMART objectives cascaded from the IS strategy and provision of ongoing constructive feedback to direct reports help drive a high performance culture. | |
|  | Contribute to the wider change management and incident procedures within IS and ensure they are effectively implemented with the Student Systems Team. | |
|  | Keep fully informed of the developments in the communications and student systems technologies industry and advise on their application and relevance to the University. | |
|  | Carry out all duties in accordance with set standards and within agreed timescales. | |
|  | Be aware of and update current role specific profiles when required in line with the University’s Data Protection and GDPR process or Policies. | |
|  | Role model with the University’s values and behaviours and ensure that these are embedded within the student systems team. | |
|  | Any other reasonable duties as may be required by the IS Leadership Team. | |

|  |  |
| --- | --- |
|  |  |

|  |  |
| --- | --- |
|  |  |
| **Person Specification** |  |

| **Attributes** | **Essential Requirements** | **Desirable Requirements** |
| --- | --- | --- |
| Education/Qualifications |  | Relevant degree or post graduate qualification in a related IT or Business Management field. |
| **Experience** | Demonstrable experience in a Management role within an Information Services or similar team.  In depth knowledge of Higher Education processes/operations  Demonstrable track record of successfully implementing business change to deal with new or improved working practices.  Experience in streamlining processes and contributing to systems improvements.  Ability to build strong relationships and work effectively with other teams to help deliver key projects and developments.  Experience of leading, managing and motivating staff and leading change  Experience in successful delivery of projects | Experience in Student Systems management  Experience of managing customers through all stages of implementation and participation in system design workshops, providing application consultancy, training, advice and guidance on business process and assisting the customer to achieve an optimum solution to meet objectives.  Experience within a DevOps and or Agile team environment  Understanding or certificate using the ITIL based framework |
| **Skills/Personal Requirements** | Excellent organisational skills.  Proactive approach to improving a service.  Constantly seeking new and innovative ways to approach matters. Commitment to continuous improvement and lean processing.  Excellent customer service skills. Ability to adapt to differing customer needs and approaches.  Evidence a logical and methodical approach to achieving tasks and objectives.  Ability to prioritise tasks and manage own time.  Excellent interpersonal and communication (oral and written) skills.  Ability to present complex technical solutions to a non-technical audience.  Ability to take ownership of issues and manage to a resolution.  Ability to troubleshoot and resolve technical issues.  Ability to work as part of a team and on own initiative | Understand and demonstrate the principles of a project management methodology |