

**Job Description**

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| Job Title: | Head of (SITS) Student Systems Team |
| Faculty/Professional Directorate: | Academic Registry |
| Subject Group/Team |  |
| Reporting to: | Academic Registrar |
| Duration: | Continuing |
| Job Family: | Administration |
| Pay Band: | 9 |
| Benchmark Profile: | Manager (Administration) Band 9 |
| DBS Disclosure requirement: | N/A |
| Vacancy Reference: |  |

**Details Specific to the Post**

### Background and Context

The recently created Academic Registry led by the Academic Registrar has responsibility for designing and delivering a University-wide student administration which enables all students to achieve at their highest level. The Academic Registrar and their teams deliver the underpinning architecture for teaching and learning provision within the University. At the same time this professional service provides advice and guidance on all matters of student administration including systems and processes, appeals complaints and conduct and has a regulatory relationship with bodies as diverse as Student Finance England, QAA, OIAHE, Ofsted and OfS. As it continues to establish itself, the Academic Registry is likely to be increasingly at the centre of institutional change. We will be working closely with other stakeholders to ensure efficient and effective process design and workflow, quality data and management information across the areas where we are accountable. Strategic direction and judgements about value for the organisation will be driven from our work.

Reporting to the Academic Registrar, this post and the Team that it leads is new to Academic Registry and responsible for the leadership and management of the evolving SITS Team within the University. The SITS Team itself is well-embedded and vital to our University undertaking development, business analysis, business readiness training, service support and maintenance. The work of the Team aims to maximise the effectiveness of SITS to underpin a student's academic career cycle from admissions through to graduation.

The Head of (SITS) Student Systems will work closely with the Head of Business Process and Design, the Head of Registry and Heads of Faculty Operations in support of students and academic endeavour. You will want to contribute to a developing Strategic Roadmap for the roll-out of new functionality whilst ensuring operational excellence: rollover, upgrades, configuration, maintenance, reporting.

### Specific Duties and Responsibilities of the post

The post holder is responsible for ensuring that the SITS Service provides both utility and warranty throughout its entire lifecycle. Leading and managing a high-quality user-centered set of activities: Driving service improvement, managing risk to reputation, steering all aspects of processes within their remit. This includes strong people management and stakeholder management experience.

The post holder will be responsible to the Systems Owner for the overall management of the SITS function and should come with a track record in systems management and enhancement, in a digital-services setting, preferably with a strong understanding of Public Sector organisations, ideally Higher Education.

Responsible for implementing consistent practices and processes across the team, the Head of Registry will work closely with the Head of Service, Process Design a peer within the Academic Registry, as well as Customer Services leaders in the organisation to ensure a seamless service always aiming for excellence.

The post holder will:

* Provide leadership and management to the SITS Team enabling colleagues to be developed, trained and supported to deliver an excellent customer focussed service which is consistent, effective, efficient and ensures that the service remains fit for purpose and fit for use.
* Contribute to planning the strategic direction of the Academic Registry and its integration with key areas of University business.
* Support and provide counsel to the Academic Registrar, occasionally deputising where appropriate institutionally or within the Sector.
* Engage on a national level with sector wide peers, suppliers and relevant organisations to support the ongoing development of the service area.
* Be the central source of professional expertise to staff on matters relating to the capabilities of the product.
* Resolve problems where there is a lack of precedent. This will require creativity, innovative thinking, pragmatism and a risk-based approach to problem solving.
* Draft transparent, fit for purpose policy documents and SOPS.
* Create, lead and participate in fora which take forward the strategic goals of the University.
* Advocate for SITS interconnectivity and enhancements within the remit.
* In conjunction with Head of Business Process Design identify and introduce new initiatives and changes to processes and systems.
* Ensure Service Level Agreements are met
* Ensure the robustness and evaluate statistical and technical information and analysis to support decision making within the department and elsewhere.
* Work closely with Faculty Heads of Operations to ensure effective, integrated working practices and understanding between the Team and the wider university community.

**GENERIC JOB DESCRIPTION**

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

### Overall Purpose of the Role

1. The role holder:

* Will be a professional specialist with high-level expertise and will have a considerable degree of independent professional responsibility and discretion, working to broad parameters and policy guidance.
* Will have responsibility for adapting or changing the service to ensure the appropriateness of, and the quality of the work and contribute to setting overall standards for the service across a function or area of the institution.
* Will influence decisions and developments within the University and contribute to setting overall standards across the University, Faculty or Department.
* Has responsibility for the operational planning and organisation of projects, an area of work, and/or teams. Sets performance standards and establishes monitoring procedures to keep track of progress and provide input to longer term planning.
* Applies creativity to devise varied solutions to problems where there is a mass of information or diverse, partial and conflicting data.

**Main Work Activities**

**Communication**

* Advise SMT and other Senior University managers on the activity of a range of student/department/faculty issues in order to inform the development and implementation of future strategy.
* Advise Academic and Administrative senior management on specialist issues
* Monitor and report, as appropriate, on the delivery of core business against agreed targets to:
  + Identify where remedial action is required where performance does not meet agreed targets.
  + Review plans to take account of the need to adapt to changing circumstances.

### Teamwork

* Management responsibility for a service/function/department: is required to manage the relationship between teams and ensure they interact effectively to achieve the common purpose of the institution.

**Liaison and Networking**

* Ensure the development of effective ongoing relationships with University staff

to align existing activity with the strategic direction of the department/faculty.

* Develop, manage and maintain productive strategic relationships and networks with senior representatives in a broad range of private and public sector partners to assist the continuing development, reputation and effectiveness of the University.
* Represent the University at a senior level at regional and national meetings, conferences and events relating to this area of activity.
* Be an active member of emerging networks.

### Service Delivery

* Responsible for the overall service of the area which includes:
  + Setting standards to meet customer expectations.
  + Monitor standards and levels of service.
  + Obtain feedback and use research to inform developments and ensure quality.
  + Take appropriate action on the impact of external factors.

### Planning and Organisation

* Lead the development, implementation and delivery of the University’s strategy.
* Plan, co-ordinate and be responsible for the delivery of projects and to play a key role in future strategic development for the continued development of the area.
* Develop and implement policies and procedures.

### Analysis/Reporting

* Ensure robust management, monitoring and financial systems are in place.
* Analyse data to provide timely and accurate information, forecast and advice to Senior Managers to inform business plans that are set in the context of University strategy and policies.

### Additionally the post holder will be required to:

* Fulfil the employees’ duties described in the University’s health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden
* Fulfil the managers’  responsibilities as described in the University’s health and safety policies. These duties include responsibility for ensuring that suitable and sufficient risk assessments are in place for activities within your area of control and for ensuring appropriate health and safety training is in place.
* Support staff to demonstrate their commitment to equality, diversity and anti-discriminatory behaviour. This role includes making time available for staff to undertake mandatory equality and diversity training
* Raise awareness amongst staff and support staff to fulfil their responsibilities to comply with University regulations, policies and procedures

**COMPETENCY SPECIFICATION**

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

**The Competencies set out below are essential and are core requirements** needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

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| **Competency** | **Identified by** |
| **Knowledge and Experience** |  |
| Is a professional with proven experience in a specialised area of work. | **Application/Interview** |
| A relevant degree or equivalent qualification and/or experience. | **Application/Interview** |
| Has substantial management experience. | **Application/Interview** |
| Can demonstrate the ability to effectively manage health and safety issues across a range of functions within the job specification. Takes personal responsibility for leading by example and ensures that a robust framework of risk management policies and procedures are in place to protect both individual members of staff and University liabilities. | **Application/Interview** |
| Has an active approach to continuing professional development/undertaking training as appropriate for personal and professional development. | **Application/Interview** |

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| **Communication (Oral and Written)**  Can demonstrate the ability to summarise complex ideas or information which may be highly detailed, technical or specialist. | **Application/Interview** | |
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| **Teamwork and Motivation**  Develops objectives in ways that enable team members to contribute and identify with collective objectives. Finds ways for individuals to achieve their objectives and development plans without compromising the team’s priorities. | **Application/Interview** | |
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| **Liaison and Networking**  Can demonstrate the ability to actively seek to build productive and enduring relationships between internal and/or external bodies to benefit the University. | **Application/Interview** | |
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| **Service Delivery**  Can demonstrate the ability to set standards sufficiently high to meet customer expectations. Monitors standards and levels of service, obtains feedback and uses research to inform developments and ensure quality. Is aware of external factors that may impact on services and takes appropriate action to minimise potential damage. | **Application/Interview** | |
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| **Decision Making**  Can demonstrate the ability to consider the wider impact of decisions, assesses possible outcomes and their likelihood. Uses judgement to make decisions with limited or ambiguous data and takes into account multiple factors. Distinguishes between the need to make a decision, when to defer and when not to take a decision. | **Application/Interview** | |
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| **Planning and Organisation**  Can demonstrate the ability to identify future demands and opportunities and develop longer term plans. Co-ordinates the work of others to improve performance and use of resources. Involves other areas appropriately and co-ordinates effort and resources so standards, performance and shared objectives are achieved. | | **Application/Interview** | |
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| **Initiative and Problem Solving**  Can demonstrate the ability to initiate processes and procedures to resolve new problems. Anticipates possible implementation difficulties and identifies practical ways of overcoming or preventing them. Takes account of others and the broader context when generating options. | | **Application/Interview** | |
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| **Analysis/Reporting**Can demonstrate the ability to design and use data gathering and analytical methods appropriate for each investigation. Recognises and accurately interprets patterns and trends. Recognises when additional data is required and identifies appropriate sources. Produces reports and identifies key issues and findings. | | **Application/Interview** | |