JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Head of Student Administration Systems</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>IT Department</td>
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<tr>
<td>Grade:</td>
<td>8</td>
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<tr>
<td>Accountable to:</td>
<td>Assistant Director, Enterprise Applications</td>
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<td>Accountable for:</td>
<td>Student Administration Applications: Strategy; Leading and managing the IT team in development and operations</td>
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Purpose of the Post

Department Summary
The IT department is responsible for the delivery and support of all aspects of Information Technology within the University. The department is responsible for all the operational aspects of IT including service desk, desktop support, network, telecommunications and server infrastructure; the development, implementation, integration and support of applications; and delivering IT projects and change.

Scope

Position Summary

The Head of Student Administration Systems owns the Student Administration Applications portfolio and provides a software development and support service to meet the demands of the business. The portfolio includes all the key student related applications such as the Student Records, Online Admissions, Examinations Timetabling, Curriculum Management and Careers systems which are strategic to the college. The Head will report to senior management on service status and performance. The Head will also develop the portfolio strategy with the business and assess the capability of current systems and emerging technologies to advise the business effectively. The Head will need to develop and lead a skilled team and support them as their line manager in their day to day operational work as well as in their career development. The Head must ensure that the resources available to them are effectively managed and planned including designing efficient support models and providing technical leadership to projects and change (such as accurate planning information, estimates and task dependencies, assisting in the recruitment of appropriate contractors and directing the work of developers).

Key Tasks
The main responsibilities of the post are:

- Define, develop and execute the portfolio strategy, including the vision for how services will drive positive student experiences, foster greater collaboration and better Student Administration and Services at Royal Holloway.

- Develop and utilise the portfolio to meet business requirements and bring the highest degree of benefit to the end users.

- Working within IT policies and architecture practice: analyse, design, build, test and release applications on time and to specification to deliver the required benefits.

- Prioritise and perform upgrades, fix requests or minor enhancements, including development & testing.

- Provide leadership and line management to the staff assigned to the team, leading with passion, enthusiasm and integrity.

- Be the main point of contact and advice for best practice in your area of expertise. Provide technical architectural expertise, direction, and advice to your team and others and ensure these are aligned to organisational goals, objectives and standards.

- Actively manage relationships with vendors ensuring awareness of Technology road maps. Act as a liaison point between the business and key vendors, maintaining key relationships to the advantage of the business.

- Create and maintain up to date Production Systems Architecture diagrams for each application within the Portfolio alongside standard IT Technical documentation deliverables throughout the system life cycle.

- Provide full service delivery responsibility undertaking structured planning to ensure: sufficient system capacity is made available; that renewal plans to replace obsolete or at risk technology are timely; and that SLAs with the business are being met or exceeded.

- Provide first (for Registry), second and third line support for those services within the teams remit and act as an escalation for technical difficulties, complex or urgent queries, issues and incidents.

- Plan and provide resources and expertise to support the delivery of larger application projects and programmes, managing contracted resources where applicable.

- Work as Project Manager where appropriate.
• Support the implementation and effective operation of ITIL processes including change, request, service, incident, capacity and problem management.

• Development, documentation and support of required interfaces owned by the Student Applications suite

• Manage security, user rights and comply with information-related legislation

• Keep up to date with industry developments, driving innovation and effective change to improve current services or be built into new services

• The responsibilities are not intended to be exhaustive and other duties maybe required from time to time

Other Duties

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.