JOB DESCRIPTION

Job Title:	Student Systems Officer (Banner Transformation)
Department / Unit:	Student Administration
Grade:	RHUL 5
Accountable to:	Student Systems Manager
Accountable for:	Coordination of Project & Operational Tasks as required

Purpose of the Post
To deliver high quality support for the primary administrative software platform (Banner) and associated systems that underpin the core activities of the Student Administration Team in supporting the student journey from enrolment to graduation. To act as a project resource on the continuous improvement of the Banner platform and/or its associated systems utilised in the support of the student journey. To support the delivery of continuous improvement in the development of student systems and associated processes.

Key Tasks

- To develop and maintain expert knowledge in the Banner Student Record System, associated reporting tools and systems and the services delivered utilising the platform.
- To deliver a comprehensive service supporting queries and problems associated with the operational use of the Banner platform aligned to the IT Service Desk.
- To deliver the development, documentation testing and implementation of operational changes within the Banner platform (such as changes to user defined fields, business rules etc).
- To carry out testing and support teams in the completion of user acceptance testing in the context of operational or technical changes to the Banner platform.
- Work with key users to advise on, or where appropriate design, review and modify Banner processes that end-users undertake in their everyday work.
- To support colleagues in the development of reports and analytics utilising Banner data.
- To deliver work requests and small enhancements relating to Banner (and its associated tools) within the agreed system of IT governance and approval including:
  - o Requirements gathering
  - o Solution design
  - o Implementation Planning
  - o Testing
  - o Supporting Documentation
- To act as a key resource on projects specific to or linked with the Banner platform including upgrades and all major changes.
- To develop, manage and operate an annual cycle of continuous data validation and exception reporting to ensure the integrity of data and the student records system.
- To deliver a continual cycle of training associated with the Banner platform and related systems, ensuring that all users know how to conduct processes in a consistent manner in

accordance with established College practice.

Other Duties

- To support departmental/College-wide events including (but not limited to) start of session, open days, clearing, applicant visit days, graduation etc. This may involve occasional working at the weekends or evenings.
- The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.
- The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal & External Relationships

The following list is not exhaustive but the post holder will be required to liaise with:
- Academics and Professional Services staff within own School/Department
- Colleagues within other Academic Schools/Departments
- Colleagues within the Academic Services Directorate
- Students
- External networks/professional bodies where required

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

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	Essential	Desirable	Tested by (A – Application) (I – Interview) (T – Test)
Knowledge, Education, Qualifications and Training Degree or equivalent experience Postgraduate or professional qualification or equivalent experience		x x	 Application form Application form
Skills and/or Abilities Analytical, problem solving skills within an IT context Openness to growth/development/challenge Self-awareness of own limitations and capacity for resilience Ability to analyse complex issues, in drafting reports and delivering training with a wide range of stakeholders in a complex organisation	 x x x x		 Application form,Interview Application form,Interview Application form,Interview Application form,Interview
Experience Experience of managing staff, budgets and operations in an IT/Operational team within an educational setting Experience of working with student (or customer) record systems Experience of process review and continuous service improvement through an assessment of service delivery and user satisfaction Specialist knowledge and expertise relating to IT enabled delivery of student (or customer) services Knowledge of information security and of good practice in the management of sensitive data	 x	x x x x	 Application form,Interview Application form,Interview Application form,Interview Application form,Interview Application form,Interview
Other requirements Willing and able to develop new skills Willing and able to improve current skills	 x x		 Application form,Interview Application form,Interview