

## JOB DESCRIPTION

<b>Job Title:</b>	Student Systems Manager
<b>Department / Unit:</b>	Student Administration
<b>Job type</b>	Professional Services
<b>Grade:</b>	8
<b>Accountable to:</b>	Deputy Director of Student Administration
<b>Accountable for:</b>	Student Systems Officers
<b>Purpose of the Post</b>	
<p>Student Administration is responsible for delivering the core administrative functions involved in the student lifecycle, from Enrolment to Results. The department is focused on delivering an excellent student experience by developing and delivering effective and efficient processes to support students through their journey at the College.</p> <p>The Department is composed of Student Administration Operations, the Student Services Centre, the Doctoral School, Academic Investigations and 6 School Administrative Teams.</p> <p>The Student Systems Manager is responsible for supporting the primary administrative student software platform (Banner) and associated systems that underpin the core activities of the Student Administration Team. The role acts as a key link between business process owners and the Student Administrative Systems team within the IT directorate in order to enable continuous improvement and project support for developments in the student system and associated platforms. This role acts as the key manager in the regular upgrades of the Banner platform and the associated systems, ensuring the continued effective operation of the student record system</p>	
<b>Key Tasks</b>	
<ol style="list-style-type: none"> <li>1. Line-managing and providing leadership to the Student Admin Data &amp; Systems Team. This includes: <ul style="list-style-type: none"> <li>○ Line managing members of the team, including providing appropriate supervision, motivation and support and identifying staff development and training needs.</li> <li>○ Providing strategic direction to ensure that there is a culture of constant improvement.</li> <li>○ Supporting the team in setting service standards in their areas and identifying improvement and enhancement opportunities.</li> <li>○ Workload management, including delegation of tasks.</li> <li>○ Overseeing the team's training plan.</li> <li>○ Responsibility for the recruitment, selection, induction, and probationary review of the team.</li> <li>○ Ensuring the delivery of excellent customer service to stakeholders.</li> </ul> </li> </ol>	

2. Actively participating in the Student Administration Management Team, working together with other Student Administration Managers, Deputy Director and Director to share best practice and strategically plan as a group to ensure that Student Administration is working effectively and in line with College strategy.
3. Developing effective communication networks and working relationships with internal colleagues, external networks and professional bodies, sharing information and good practice, as required.
4. Acting as the Senior Responsible owner of the Banner Student Records System platform and its associated datasets and tools.
5. Developing and maintaining expert knowledge in the Banner Student Record System, associated reporting tools and systems and the services delivered utilising the platform.
6. Overseeing the comprehensive service supporting queries and problems associated with the operational use of the Banner platform and aligned to the IT Service Desk.
7. Overseeing the development, documentation testing and implementation of operational changes within the Banner platform. Including changes to user defined fields, business rules etc.
8. Managing the test environments and user acceptance testing in the context of business or technical changes to the Banner platform.
9. Working with key users to advise on, or where appropriate design, review and modify Banner processes that end-users undertake in their everyday work.
10. Supporting colleagues in the development of reports and analytics utilising Banner data.
11. Prioritising and managing work requests and small enhancements relating to Banner (and its associated tools) within the agreed system of IT governance and approval including:
  - Requirements gathering
  - Solution design
  - Implementation Planning
  - Testing
  - Supporting Documentation
12. Acting as a key resource on projects specific to or linked with the Banner platform including upgrades and all major changes.
13. Developing and managing an annual cycle of continuous data validation and exception reporting to ensure the integrity of data and the student records system.
14. Developing and coordinating 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.
15. Ensuring that processes are in compliance with relevant legislation, such as the Data Protection Act and Equality Act, and responding to Freedom of Information requests.
16. Maintaining an up to date knowledge of HE sector related issues and developments in administrative developments at other HEIs.

## 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 their 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 post holder will be required to work closely with all colleagues within Student Administration.

The following list is not exhaustive but the post holder will be required to liaise with colleagues in other areas such as:

### Internal:

- IT Services
- Academic Schools – Administrative and Academic Staff
- Marketing & Communications including the Admissions Team
- Student Fees Team

### External:

- System and Software Suppliers
- HE Network Groups