



JOB DESCRIPTION

Job Title:	Student Systems Officer
Department / Unit:	Student Administration
Job type	Permanent, Full time - Professional Services
Grade:	RHUL 5
Accountable to:	Student Systems Senior Manager
Accountable for:	n/a
Purpose of the Post	
<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 University.</p> <p>The Directorate is composed of Student Administration Operations, the Student Services Centre, the Doctoral School, Academic Investigations and 6 School Administrative Teams.</p> <p>This role will support the Student Systems Manager in providing a link between business process owners and Student Administrative Systems team within the IT directorate. This role will deliver high quality support for the primary administrative software platform (Banner) and associated systems that underpin the core activities of the Student Administration Team and other Banner/systems users across the University. The role will support the Student Systems Manager with the upgrade of the Banner platform and/or its associated systems utilised in the support of the student journey. The role will also support the delivery of continuous improvement in the development of student systems and associated processes.</p>	
Key Tasks	
<ul style="list-style-type: none"> - 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:
 - Requirements gathering
 - Solution design
 - Implementation Planning
 - Testing
 - 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 University practice.
- 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.
- Maintaining an up to date knowledge of HE sector related issues and developments in administrative developments at other HEIs.

Other Duties

- To support School/University-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 University. 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 and 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
- Student & Academic Services Staff
- Marketing & Communications including the Admissions Team
- Student Fees Team

External:

- System and Software Suppliers
- HE Network Groups

PERSON SPECIFICATION

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

Job Title: Student Systems Officer
Administration

Department / Unit: Student

	Essential	Desirable	Tested by (Application Form, Interview, Test)
Knowledge, Education, Qualifications and Training			
Educated to A' Level standards	X		Application Form
Educated to degree level or equivalent relevant experience		X	Application Form
Knowledge and understanding of the HE sector and student life cycle.	X		Application Form / Interview
Familiarity of Student Records Systems (Preferably Banner) and related systems		X	Application Form / Interview
Skills and Abilities			
Good oral and written communication skills	X		Application Form / Interview/ Test
Excellent organisational skills and ability to work on own initiative	X		Application Form / Interview
Ability to work with accuracy and speed	X		Application Form / Interview
Ability to prioritise and work under pressure	X		Application Form / Interview
Ability to identify and implement administrative improvements	X		Application Form / Interview
A professional approach and manner	X		Application Form / Interview
Ability to problem solve	X		Application Form / Interview
Experience			
Experience of responding to enquiries and requests from a range of service users	X		Application Form / Interview
Excellent computing skills and the ability to learn new programmes	X		Application Form / Interview
Experience of writing documents and producing analytical reports	X		Application Form / Interview
Experience of information security and of applying good practice in the management of sensitive data		X	Application Form / Interview
Experience of using reporting tools		X	Application Form / Interview

Other requirements			
Committed to personal development and interested in furthering a career in academic administration	X		Interview
Occasional weekend or late evening working and travel to events and other external activities as required	X		Interview
An understanding of and commitment to the principles of equality, diversity, and inclusion	X		Application Form / Interview