



JOB DESCRIPTION

Job Title:	Head of Student Administration Systems
Directorate/Department:	IT
Job type:	Professional Services – Full time, Permanent
Grade:	RHUL 8
Accountable to:	Head of Enterprise Applications
Accountable for:	Student Administration Systems Team
Purpose of the Post	
<p>The Head of Student Administration Systems (SAS) owns the Student Administration Applications portfolio and provides a software development and support service to meet the demands of the University. The portfolio includes many of the key student-related applications such as Student Records, Admissions, and Reporting which are strategic to the University.</p> <p>The role holder will report to senior management on service status and performance. They will also develop the portfolio strategy and assess the capability of current systems and emerging technology to advise the business effectively. The role holder will need to develop and lead a skilled team of five and support them as their line manager in their day-to-day operational work and throughout 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).</p> <p>This role, along with other technical leads, will also be responsible for supporting both day-to-day University operations and key events in the academic cycle, such as Confirmation & Clearing, results processing, and student registration.</p> <p>This role has line-management responsibilities and will also require working extensively with colleagues both within and outside of the IT department.</p>	
Key Tasks	
<ol style="list-style-type: none"> 1. 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 at Royal Holloway. 2. Develop and utilise the portfolio to meet business requirements and bring the highest degree of benefit to the end users. 	

3. Working within established IT policies and architectural principals: analyse, design, build, test and release applications on time and to specification to deliver the required benefits.
4. Prioritise and perform upgrades, fix requests or minor enhancements, including development & testing.
5. Provide leadership and line-management to the staff assigned to the team, leading with passion, enthusiasm and integrity.
6. 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.
7. Actively manage relationships with vendors ensuring awareness of technology roadmaps. Act as a liaison between the business and key vendors, maintaining key relationships to the advantage of the business.
8. 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 lifecycle.
9. 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 planned; and that SLAs with the business are being met or exceeded.
10. Provide second- and third-line support for those services within the team's remit and act as an escalation point for technical difficulties, complex or urgent queries, issues and incidents.
11. Plan and provide resources and expertise to support the delivery of larger application projects and programmes, managing contracted resources where applicable.
12. Work as Project Manager where appropriate.
13. Support the implementation and effective operation of ITIL processes including change, request, service, incident, capacity and problem management.
14. Development, documentation and support of required interfaces owned by the Student Applications suite.
15. Manage security, user rights and comply with information-related legislation.
16. Keep up to date with industry developments, driving innovation and effective change to improve current services or be built into new services.
17. Networking within and outside the institution to explore technological opportunities and trends and understand best practice.
18. Working collaboratively with SAS team and members of the Service Delivery group to ensure the availability, reliability and robustness of the services provide by the IT Department. This may, on occasion, involve out-of-hours' work.

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

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

Other Duties

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 their manager.

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



PERSON SPECIFICATION

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

Job Title: Head of Student Administration Systems **Department:** IT

	Essential	Desirable	Tested by Application Form/ Interview/Test
Knowledge, Education, Qualifications and Training			
IT or business-related degree or equivalent vocational experience.	X		Application Form
Prince2 Certification		X	Application Form
ITIL Foundation accredited		X	Application Form
Skills and Abilities			
Demonstrated IT experience and proficiency in multiple disciplines/technologies/processes related to the position including development, implementation, and maintenance of large-scale integrated systems across multiple hardware and software platforms.	X		Application Form / Interview
Strong leadership skills with the ability to manage, influence and motivate teams in the successful delivery of complex application projects.	X		Application Form / Interview
Experience of managing an IT service team, including balancing priorities, scheduling, and forward planning of work and resources to meet supply and demand.	X		Application Form / Interview
Expert in Off the Shelf student administration systems (Banner, TechnologyOne) with an in-depth architect level technical knowledge and a strong overall understanding of the technologies and platforms specific to a university environment.	X		Application Form / Interview
Technical knowledge of reporting, database, middleware, server technologies within range	X		Application Form / Interview

of BusinessObjects, Oracle, MS SQL Server, MySQL, Unix, Linux, Java, VM, Redhat etc.			
Excellent writing and technical documentation skills to produce clear technical papers, requirements documents, project reports and Systems Architecture diagrams.	X		Application Form / Interview
Knowledge and experience of Visio & MS Office productivity tools.	X		Application Form / Interview
Supplier/Vendor relationship management experience.	X		Application Form / Interview
Experience of change control (software release) management.	X		Application Form / Interview
Experience of ITIL-based service delivery – incident and problem management.	X		Application Form / Interview
Experience managing ERP systems.		X	Application Form / Interview
Knowledge of programming and scripting languages in range C#, PowerShell, CSS, HTML5, JavaScript frameworks, TypeScript, SQL, PL/SQL.		X	Application Form / Interview
Practical experience working in a team using agile frameworks e.g. Scrum, Kanban.	X		Application Form / Interview
Ability to explain complex technical issues to both a technical & non-technical audience for small & large audiences.	X		Interview
Experience			
Excellent customer service skills and experience of managing enquiries and requests from a range of service users.	X		Application Form / Interview
Significant experience of communicating with stakeholders at various levels within an organisation.	X		Application Form / Interview
Significant experience of training staff, line management and managing or leading a complex team.	X		Application Form / Interview
Significant experience of budget management and managing commercial relationships.	X		Application Form / Interview
Other Requirements			
A commitment to professional development.	X		Interview

Proven ability to forge effective professional relationships at all levels, working collaboratively and sharing knowledge and skills (business and technical).	X		Interview
Ability to work occasional weekends or late evenings and travel to events and other external activities as required.	X		Interview
Excellent analytical and problem-solving skills with "can do" approach.	X		Interview