

Job Description

Job Title:	Student Systems Manager
Directorate:	Student Administration
Job type	Professional Services
Grade:	7
Accountable to:	Deputy Director of Student Administration
Accountable for:	Student Systems Officers
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>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>	
Key Tasks	
<ol style="list-style-type: none"> 1. Line-managing and providing leadership to the Student Admin Data & Systems Team. This includes: <ul style="list-style-type: none"> ○ Line managing members of the team, including providing appropriate supervision, motivation and support and identifying staff development and training needs. ○ Providing strategic direction to ensure that there is a culture of constant improvement. ○ Supporting the team in setting service standards in their areas and identifying improvement and enhancement opportunities. ○ Workload management, including delegation of tasks. ○ Overseeing the team's training plan. ○ Responsibility for the recruitment, selection, induction, and probationary review of the team. ○ Ensuring the delivery of excellent customer service to stakeholders. 	

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

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.

Person Specification

Job Title: Student Systems Manager

Directorate: Student Administration

Criteria	Essential	Desirable	Tested by (Application Form, Interview, Test)
Knowledge, Education, Qualifications and Training			
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
Knowledge and experience of Student (or Customer) Record Systems and related software.	X		Application Form / Interview
Skills, Abilities & Experience			
Proven analytical and problem-solving skills within an IT context	X		Application Form / Interview
Experience of delivering training with a wide range of stakeholders in a complex organisation	X		Application Form / Interview
Experience of line management and managing or leading a team in an IT or operational environment		X	Application Form / Interview
Flexibility and adaptability with ability to respond quickly to urgent or unexpected demands	X		Application Form / Interview
Proven ability to innovate and use problem solving techniques to identify and implement improvements in processes to improve efficiency and customer satisfaction	X		Application Form / Interview

Experience of using and manipulating data and analysing complex data sets to identify trends	X		Application Form / Interview
Knowledge of information security and of good practice in the management of sensitive data	X		Application Form / Interview
A professional approach and manner coupled with experience of communicating with staff and customers at various levels within an organisation	X		Application Form / Interview
Other requirements			
Committed to personal development and interested in furthering a career in academic administration	X		Interview
Self-awareness of own limitations and capacity for resilience	X		Interview
Weekend or late evening working and travel to events and other external activities as required	X		Interview