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| Last updated: | 24.4.2023 |

**JOB DESCRIPTION**

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| Post title: | **Information & Systems Manager** | | |
| School/Department: | Careers, Employability & Student Enterprise (CESE) | | |
| Faculty: | Student Experience Directorate (SED) | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: |  |
| Posts responsible to: | Head of Data, Information & Operations | | |
| Posts responsible for: | Careers Information Advisers, Information & Systems Coordinator  Careers Administrators | | |
| Post base: | Office-based / Non-Office-based (see job hazard analysis) | | |

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| Job purpose |
| To lead and manage the Information and Systems Team to ensure the provision of up-to-date, high quality careers information resources (online and hard copy) appropriate to the needs of University of Southampton students / graduates.  To manage the frontline areas of Careers, Employability and Student Enterprise (CESE), both in person, by phone and online to support the effective delivery of a high quality, accessible and client centred service across all campuses and virtually, with appropriate referral to relevant CESE services.  To manage, maintain and regularly review the IT applications and support systems within CESE to maximise usage, streamline communications and support data collection, collation and analysis, and coordinate and administer service operational quality assurance records. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | To lead and manage the Information and Systems Team to provide up-to-date, high quality information resources, working in line with the Employability Action Plan, Education and Student Experience Plans and University Strategy. This includes:   * Lead the maintenance and development of electronic and paper resources for careers information in an integrated and cost-effective way, monitoring student needs, service provision and usage patterns * Promote usage of careers information resources to students, supporting them to engage and ensuring signposting to other relevant services as appropriate * Lead management of the CESE webpages, bulk e mails and VLE presence, coordinating updates and ensuring all information is accurate and up to date, including University produced materials (for University staff and external audiences) promoting CESE provision * Deliver training / briefing sessions on use and benefits of careers information resources and platforms (Target Connect / My Career, CareerHub, CV 360, eCareersGrad etc) to staff to maximise usage * Provide leadership, expertise and direction to the team to create a culture of continuous improvement and innovation * Set service standards, reviewing and evaluating their delivery to ensure they best meet the needs of students * Carry out staff recruitment, induction, workload management, performance management, development and annual appraisals to ensure individuals contributions are maximised and to encourage staff inclusion and engagement * Act as first point of contact for CESE to administer and coordinate complaints responses, health and safety matters, risk register and repairs, maintenance and equipment requirements * Work with CMT to capture and monitor spend against budget and administer ad hoc requisitions and purchase orders * Provide responses to Data Protection, GDPR and FOI enquiries, under the guidance of the Head of Data, Information & Operations | 35 % |
|  | To manage frontline service access, in person, by phone and online to support the effective delivery of a high quality, accessible and client centred service, including:   * Oversee the day to day running of the frontline CESE areas, including the roll out of frontline service delivery to all 7 campuses across Southampton, working in partnership with Student Hubs to maximise usage and minimise barriers * Liaise with other student support services to ensure joined up approaches to supporting students and effective signposting (inc Student Hubs, Disability & Inclusion, Wellbeing teams etc) * Oversee the development of the application support function * Integrate the use of pods and CESE mobile unit into the booking system and ensure appropriate usage protocols are developed and rolled out to whole service * Work with Careers Management Team (CMT) to explore the best solutions (internal or external) to streamline user journeys when accessing our events / activities * Work with CMT to ensure a one CESE approach to covering frontline service access and manage / maintain the staff desk booking system / room access and service rota spreadsheet * Work with Work Experience and Employer Engagement teams to support employer customer relationship management systems support (inc MyCareer, InPlace or other platforms as appropriate) | 25 % |
|  | To manage, maintain and regularly review the IT applications and support systems within CESE to maximise usage, streamline communications and support data collection, collation and analysis, including:   * Support the Head of Data, Information & Operations to create and maintain reporting and recording systems that maximise usage and integration of all CESE data (including use of PowerBi) * Lead engagement with external contractors of CESE systems (GTI Target Connect, Abintegro etc), under guidance of Head of Data, Information & Operations, to ensure maximum efficiency, value for money and benefits to students * Maintain up to date awareness and understanding of existing and alternative platforms on offer and recommend enhanced functionality and approaches to adopt * Lead engagement with ISolutions on systems issues, troubleshooting and working with line manager on developing systems to better support service delivery, data collection and collation including user feedback * Ensure CESE Sharepoint site is maintained and fit for purpose, incorporating service developments and user friendliness | 25 % |
|  | To contribute, as a member of Careers Management Team, towards broader initiatives to ensure a high quality, accessible and client centred service inc:   * Cross service / University projects, working groups or initiatives which support the achievement of Southampton’s and the CESE’s objectives and enhancement of the student experience as part of SED, as determined by the Director of CESE * Achievement and maintenance of agreed quality standards and external quality accreditation through on-going review of practices, contributions to the assessment process and the delivery of high quality, measurable outcomes (eg Customer Service Excellence, AGCAS Quality Membership Standard) * To develop and regularly update skills, through membership of and engagement with AGCAS learning opportunities, relevant training courses and good practice groups, to ensure current industry standards are met, maximising use of the AGCAS Professional Pathways to support career development * To promote and exemplify inclusive working practices and strive for diversity within the organisation and its services, ensuring that that you are aware of and aligned with University of Southampton’s strategic objectives on Equality and Diversity * Participate as appropriate in cross-functional activities at times of peak demand to support colleagues across Student Experience Directorate (SED) such as international student registration, open days and student recruitment events; confirmation and clearing | 10 % |
|  | Any other duties as allocated by the line manager following consultation with the post holder | 5 % |

| Internal and external relationships |
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| **Internal**  Departmental senior management  Student Services staff  Professional Services staff (inc ISolutions)  Student Body  **External**  Student Union  Relevant suppliers and external contractors  Higher Education Institutions  HESA  National Governing/Professional Bodies, inc AGCAS |

| Special Requirements |
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| The post holder may be required to work from a variety of campus locations or visit students, customers or organisations external to the University and therefore must be willing to travel  The post holder is expected to work flexibly to provide services to a range of customers. Occasional evening and weekend work may be required to support events and wider university commitments such as open days  The ability to maintain a responsible and confidential approach to sensitive information |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of HND, Degree, NVQ4 or professional qualification or equivalent work experience in systems / information management  Proven experience of managing outcomes in a relevant field, eg information management, careers / customer service delivery  Proven people management skills  Significant experience of improving systems for the benefit of users | Significant knowledge of careers and employability and current challenges faced by students in HE | Application  Application / Test / Interview  Application / Interview  Application / Interview |
| Planning and organising | Proven ability to plan and manage new projects and significant new activities ensuring plans complement broader organisational strategy  Strong customer focus and commitment to delivering a high- quality service, with the desire and ability to understand the needs of service users and fulfil them  Excellent organisational and planning skills, with ability to work under pressure, prioritising workload and multi-tasking, while still meeting deadlines  Proven ability to independently manage conflicting demands in a challenging environment  Proven ability to manage and prioritise own work, work of different teams and organisational goals simultaneously  Excellent attention to detail  Demonstrably proactive and responsive approach to work tasks or requests | Experience of successful project management | Application / Test / Interview  Application / Interview  Application / Interview  Application / Interview  Application / Interview  Application / Interview  Application / Interview |
| Problem solving and initiative | Ability to apply professional/specialist knowledge to analyse complex problems and recommend solutions/plans of action to improve service delivery  A commitment to evidence-based practice, with the ability to identify, analyse, explain and act upon relevant data to improve service delivery  Ability to critically analyse and enhance the use of relevant platforms and technology within a service delivery context  Able to solve problems effectively and creatively |  | Application, Interview  Application / Test / Interview  Application / Test / Interview  Application / Interview |
| Management and teamwork | Ability to mentor, manage, motivate and coordinate teams to achieve objectives and improve performance  Proven ability to delegate effectively, understanding the strengths and weaknesses of team members to build effective teamwork  Proven ability to manage team dynamics, ensuring any potential for conflict is managed effectively  Ability to build and manage relationships with suppliers / contractors / stakeholders to achieve desired outcomes |  | Application / Interview  Application / Interview  Application / Interview  Application / Interview |
| Communicating and influencing | Proven ability to provide accurate and timely specialist guidance on complex issues  Proven ability to produce professional and persuasive reports on a range of complex topics  Proven ability to use influencing and negotiating skills to develop understanding and gain co-operation  Proven ability to produce effective stakeholder communications that ensure engagement  Demonstrably excellent written and presentational skills with the ability to communicate at all levels |  | Application / Interview  Application / Interview  Application / Interview  Application / Interview  Application / Interview |
| Other skills and behaviours | A commitment to professionalism, actively supporting equality and diversity and the delivery of high-quality service and client satisfaction levels, both internally and externally  Proven ability to demonstrate alignment with the University’s core values in all areas of work and champion those behaviours in the department |  | Application / Interview  Application / Interview |
| Special requirements | Ability to demonstrate understanding of role / motivation for applying | Ability to drive university vehicles (standard driving licence) | Application / Interview |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles (eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public | X |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |