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| Last updated: | 30/5/2023 |

**JOB DESCRIPTION**

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| Post title: | **Student Systems Support Manager** | | |
| Standard Occupation Code: (UKVI SOC CODE) | TBC – Depends on Specialist Area and Key Accountabilities | | |
| School/Department: | Student Administration and Academic Affairs (SAAA) | | |
| Faculty: | Student Experience Directorate (SED) | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 4 |
| \*ERE category: | n/a | | |
| Posts responsible to: | Head of Student Systems | | |
| Posts responsible for: | Student Systems Support Administrator | | |
| Post base: | Office-based | | |

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| Job purpose |
| To manage provision of specialist support for systems that underpin the management and administration of students and the curriculum, ensuring user issues are resolved in a timely manner and business requirements are met through continuous improvement. The post holder will also be required to contribute to the broader activities that ensure the University’s student systems meet agreed and acceptable requirements and standards. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | To contribute to University wide student systems projects and lead short-term projects within own department using specialist knowledge of systems, user requirements, risks and issues.  To manage provision of specialist support to users of student systems, including detailed advice and guidance on specialist processes and procedures, ensuring issues are clearly recorded, progressing solutions and the associated testing. | 30 % |
|  | To carry out detailed assessment and analysis of issues and problems, using specialist knowledge to identify and recommend appropriate solutions for the University’s student systems.  Act as a specialist reference point for and provide coaching to members of the support team where specialist knowledge is needed. | 20 % |
|  | To coordinate provision of specialist system administration including   * Managing user access functions and reference data, ensuring that system integrity and data quality are maintained. * Maintaining system and user documentation. * Proactively ensuring regular functions are carried out in line with operational requirements and deadlines. | 20 % |
|  | To provide written reports and briefings on the use, risks and performance of student systems, including statistics on user issues, issue resolution timescales and workload, and recommending mitigating actions and long-term enhancements, advising on business requirement trends and providing workload projections. | 10% |
|  | To attend internal and external meetings to ensure that departmental issues are appropriately represented and reported. | 5 % |
|  | Line management of the Student Systems Support Administrators, exercising effective people management practices including training, advice and guidance as necessary. Ensure the right mix of skills and capabilities through continuous professional development, recruitment and performance feedback, to deliver project work in a timely and effective manner. | 5% |
|  | To be responsible for supporting system governance boards as requested. | 5% |
|  | 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 Relationships**   * Student systems users across the University * Technical colleagues in Student Systems and iSolutions * Attendance and membership at various University committees, working groups, programme and project boards, and Student Systems team meetings   **External Relationships**   * Software suppliers and consultants * Staff from other institutions * Professionally focused links as appropriate |

| Special Requirements |
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| * Demonstrate Southampton University behaviours (Embedding Collegiality – see Appendix 1). * Occasional out of hours working may be required to support key deliverables, for example if any issues arise from out of hours systems updates. |

**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 basic professional qualification.  Knowledge and experience of working with Banner student record system.  Able to apply knowledge and experience of student systems to support new applications.  Understanding of how the specialist student systems support provided by the post-holder support the objectives of the University.  Able to apply an awareness of principles and trends within student systems and an awareness of how this affects activities in the University. | Project management qualification such as Prince2.  Knowledge and experience of Worktribe and Haplo. | Application & Interview |
| Planning and organising | Able to seek opportunities to progress student systems support activities within established guidelines and in support of University policy.  Able to interpret, align and prioritise work to a departmental strategy.  Able to interpret, align and prioritise work to a University strategy. | Experience of successful project management. |  |
| Problem solving and initiative | Able to develop understanding of long-standing and complex problems and to apply knowledge and experience of student systems to solve them.  Ability to use data driven analysis to find and solve problems. |  |  |
| Management and teamwork | Able to proactively work with colleagues in other work areas to achieve outcomes.  Able to delegate effectively, understanding the strengths and weaknesses of team members to build effective teamwork.  Able to formulate development plans for own staff to meet required skills. | Experience of successfully managing and developing staff. |  |
| Communicating and influencing | Able to provide accurate and timely specialist guidance on complex issues.  Able to use influencing and negotiating skills to develop understanding and gain co-operation. |  |  |
| Other skills and behaviours | See Appendix 1 |  |  |
| Special requirements | Ability to utilise ticket management software to organise, track, report on and respond to student systems issues and tasks. |  |  |

**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 |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |

**Appendix 1. Embedding Collegiality**

Collegiality represents one of the four core principles of the University; Collegiality, Quality, Internationalisation and Sustainability. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

