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| Last updated: | 24/07/2024 |

**JOB DESCRIPTION**

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| Post title: | **Student Systems Business Architect** | | |
| School/Department: | Student Administration and Academic Affairs | | |
| Faculty: | Student Experience Directorate | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 5 |
| Posts responsible to: | Associate Director (Student Systems) | | |
| Posts responsible for: | Business Analysts (TBC) | | |
| Post base: | Office-based | | |

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| Job purpose |
| To lead on design and implementation of business architecture relating to the systems that support management of the student journey; coordinating and managing development of programmes of change that deliver strategy mobilisation through alignment of business strategy, structure, roles, capabilities, processes, information and data. |

| Key accountabilities/primary responsibilities | | % Time |
| --- | --- | --- |
|  | To lead on the design, build and implementation of student management business architecture, ensuring alignment with strategic goals:   * Work with student systems strategic leadership to understand and define the strategic objectives. * Translate business strategies into actionable plans and measurable initiatives. * Re-design processes to bridge the gap between strategy and operations. | 30 % |
|  | To manage and coordinate modelling of business capability by:   * Identifying, developing and maintaining a comprehensive view of the business capabilities required to achieve strategic objectives. * Understanding and documenting operational business needs. * Developing capability maps to visualize capabilities and their interdependencies. | 20 % |
|  | To manage and coordinate analysis and optimisation of student management business processes:   * Working closely with the University’s strategic process transformation initiatives, coordinate documentation of existing processes managed through the student record system. * Coordinate further analysis of related business processes for efficiency and effectiveness, as necessary. * Building on the outputs and improvements delivered by the University’s strategic process transformation initiatives , identify additional bottlenecks and areas for improvement. * Design and implement optimised processes to enhance operational efficiency and effectiveness, and support business capabilities required for the strategic goals. * Define key performance indicators (KPIs) and metrics to measure the success process changes and monitor and report on performance. | 10 % |
|  | To work within existing University frameworks, principles, standards and tools to develop and maintain comprehensive documentation of business architecture. | 10 % |
|  | To ensure that the technology supports the business goals and capabilities by working closely with IT architects to align business needs with technological solutions. | 5 % |
|  | To inform and support effective change management by providing a clear roadmap and framework for transformation that:   * Outlines the impact on people, processes, and technology. * Identifies potential risks and provides mitigation plans. | 5 % |
|  | Promote a culture of innovation by identifying opportunities for new business models and capabilities, ensuring agility and responsiveness to market changes and business needs. | 5 % |
|  | To provide training and mentoring to Business Analysts and other members of student systems programme teams on business architecture principles and practices, fostering a collaborative environment that encourages knowledge sharing and professional development. | 5 % |
|  | To analyse and report on potential opportunities and threats in relation to student record system suppliers, their roadmaps and emerging technologies that have implications for optimisation of business processes and enhancement of capabilities. | 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   * Programme Sponsor, Senior Programme Manager and Principal Architect * Student Experience process Transformation project team * Student Administration and Academic Affairs leadership * iSolutions Portfolio Management Office * iSolutions Architecture Services team * Student Systems team * Institutional Records team * Professional services managers * Academic staff * Student system users   External   * Ellucian (supplier) * Other institutions and relevant networks |

| Special Requirements |
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| * The post holder may be required to work from a variety of campus locations or visit organisations external to the University and therefore must be willing to travel. * The post holder may be required to occasionally work outside normal office hours to meet the operational needs of the business. * Demonstrate Southampton University behaviours (Embedding Collegiality – see below) |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of a professional qualification or postgraduate degree in business administration, information systems, or a related field.  Membership of relevant professional body and certification such as CBA, CBAP, IIBA or TOGAF.  Practical experience of applying modelling tools and methodologies.  Knowledge and understanding of technology and its application in business contexts.  Proven experience of managing outcomes in business process design and implementation.  Proven project and/or people management skills.  Able to apply experience and awareness within Higher Education.  Able to appreciate University priorities and to apply these in aligning student management business processes to strategic goals. | Experience of strategic planning or enterprise architecture.  Experience of Business Analysis or Architecture in Higher Education.  PRINCE2 or similar project management qualification. | | Application/ Assessment task/ Interview |
| Planning and organising | Able to plan and coordinate comprehensive business analysis and process re-design and implementation, ensuring plans complement broader strategy.  Able to organise, plan and deliver effective stakeholder engagement, communications, and engagement activities to align business strategy and operation.  Able to take a strategic view and develop long term plans to achieve objectives. |  | | Application/ Assessment task/ Interview |
| Problem solving and initiative | Able to identify broad trends to assess deep-rooted and complex issues.  Strong analytical skills to assess business processes, identify inefficiencies, and develop optimisation strategies.  Able to apply originality in modifying existing approaches to develop effective solutions to business problems.  Apply specialist expertise and experience to manage competing business needs and effectively align strategy, operations and technology. |  | | Application/ Assessment task/ Interview |
| Management and teamwork | Able to manage team dynamics, ensuring any potential for conflict is managed effectively.  Able to formulate development plans for Business Analysts to meet current and future skill needs.  Able to provide expert guidance and advice to colleagues to resolve complex problems.  Able to work effectively with a range of colleagues and stakeholders in a matrix management environment. |  | | Application/ Assessment task/ Interview |
| Communicating and influencing | Excellent interpersonal skills and an ability to persuade, influence and collaborate with a wide range of people, including at senior levels, to build and maintain trusted and effective relationships.  Able to gather and clearly document requirements, facilitate discussion and resolve tensions and difficulties as they arise  Excellent writing skills with ability to present complex issues in a focused, succinct, professional, and persuasive manner. |  | | Application/ Assessment task/ Interview |
| Other skills and behaviours | Commitment to continuous learning and professional development to stay current with industry trends and best practices | |  | Application/ Interview |
| Special requirements |  | |  |  |

**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.

