Job Description

Position: Student Record Systems Analyst

School/Service: Student Data Management

Reference: SDM-065/P

Grade: Grade 6

Status: Permanent

Hours: Full-Time (36.25 hours)

Reporting to: Associate Director of Corporate Intelligence & Data Integrity

Main Function of the Position:

The post holder is responsible for developing the student record systems across the institution, ensuring that systems remain fit for purpose and that utilisation of the systems is maximised across the university. The role involves analysing business requirements, devising solutions, delivering them and ensuring they are supported effectively. It is a role where collaboration and non-technical communication are as crucial as technical aptitude.

A large part of the post holder's work will centre on supporting the SITS Student Record System (both client and e:Vision) although support of other appropriate systems will be required.

In addition, the post holder will support a suite of changes in relation to delivering the HESA Data Futures programme. They will develop expertise in our statutory reporting processes (especially HESA Student and ITT), and across a number of our SITS/e:Vision solutions, enhancing and maintaining them as required, as well as delivering new projects.

The post-holder will also be the student data representative on future integration projects, providing expertise from a SITS perspective.

Although this position requires a level of technical expertise, the role is not based in our Information Systems and Technology department and is focused on the utilisation of student record systems and business processes rather than supporting the technology that underpins these systems.

Principal Duties and Responsibilities:

1. Use SITS system tools and the SRL programming syntax to enhance Student Record System processes and ensure SITS remains fit for purpose.

2. Develop online e:Vision functionality to streamline processes and provide an enhanced user experience. Develop and maintain effective working relationships with third party suppliers to keep abreast of technological changes that could benefit the university.

3. Work closely with colleagues in the Information Systems & Technology team (IS&T), on integration projects between SITS and other systems.

4. Take the technical lead on systems development to facilitate the university statutory reporting functions (e.g. HESA Student, ITT, ILR returns).

5. Create and maintain technical documentation relating to the university's student record system specification and setup. Review documentation from third party suppliers to assess how software updates affect the university student record system.

6. Provide training and development for new and existing staff, writing and maintaining procedural documents and training manuals to ensure that users are able to use student record system effectively, delivering training sessions for users of new developments.

7. To assist colleagues across the institution in reviewing and improving their business processes, utilising effective working relationships with business process owners and users. Provide advice and guidance on best practices for student record system use and business process implementation.

8. Carry out personal and professional development relevant to the role

9. Maintain confidentiality in all aspects of the University's business to ensure the integrity and credibility of the University is maintained and protected.

10. To be flexible and adaptable, where required to meet the changing needs of the service, which may involve operating outside of the normal working hours/pattern on occasion

11. Undertake other duties commensurate with the nature and grading of the role as determined by the line manager

Note:
This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Person Specification

Position: Student Record Systems Analyst		**Reference:** SDM-065/P	
School/Service: Student Data Management			
Criteria		**Priority (1/2)**	**Method of Assessment**
1	**Qualifications**		
1 a)	Honours degree in relevant subject area or equivalent level experience.	1	Application Form/ Documentation
1 b)	Business Analysis, Project Management, Change Management or Agile certification or qualification or equivalent professional experience.	2	Application Form/ Documentation
2	**Skills / Knowledge**		
2 a)	Knowledge of change management procedures, particularly those applicable to business process and/or MIS change.	1	Application Form/Interview
2 b)	Excellent organisational skills, including the ability to plan and manage a varied workload to meet deadlines in an efficient and effective manner.	1	Application Form/Interview
2 c)	Ability to make constructive recommendations and devise creative solutions, including an awareness of the limitations of a student record system.	1	Application Form/Interview
2 d)	Knowledge of the manner in which universities (or similar organisations) store and use complex data, in particular student data.	2	Application Form/Interview
2 e)	Detailed knowledge of SITS Client and e:Vision including SRL syntax and SITS system tools or equivalent experience with a similar MIS.	2	Application Form/Interview
3	**Experience**		
3 a)	Experience of working successfully within a team environment.	1	Application Form/Interview
3 b)	Experienced in the use of Information Technology e.g. Microsoft SSRS, Excel and Access.	1	Application Form/Interview
3 c)	Experience of managing a number of different pieces of work at once, prioritising work where necessary and keeping stakeholders informed.	1	Application Form/Interview
3 d)	Experience managing change in business processes and IT solutions as well as providing support and training.	1	Application Form/Interview
3 e)	Experience of student record system management or management of other equivalent database system	1	Application Form/Interview
3 f)	Experience supporting or developing a student record system within a University or similar organisation.	2	Application Form/Interview
4	**Personal Qualities**		
4 a)	Awareness of the requirements associated with operating within a customer service environment.	1	Interview
4 b)	Commitment to continuous improvement and creative ways of working.	1	Interview
4 c)	Highly organised and able to prioritise and manage own work to achieve deadlines set by others.	1	Interview

4 d)	Able to develop good working relationships with Customers and third party suppliers on a formal and informal level.	1	Interview
4 e)	Keeps up to date with changes in the HE Sector, including changes in the statutory responsibilities for HE providers.	2	Interview
5	**Other**		
5 a)	Willing to undertake staff development, which may take place outside the University.	1	Interview
5 b)	Awareness of the principles of GDPR, Health and Safety, Freedom of Information Act, Prevent and Bribery Act.	1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity.	1	Interview
5 d)	Available to work flexible and travel as appropriate in order to meet the needs of the service.	1	Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. Please note it is normally expected that a new appointee will commence at the bottom of the grade.
4. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
5. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required.