

Job Title	Student Systems Maintenance Team Leader
Faculty/ School/Department	Delivery Services, Directorate of Student and Academic Services (DSaAS)
Grade	SO1
Version number	1
Date	July 2023
Responsible to:	Student Systems Manager
Responsible for:	Student Maintenance Co-ordinator/s

Job Purpose

The Directorate of Student and Academic Services (DSaAS) leads on the development and provision of outstanding student facing services. The Directorate is responsible for ensuring that students have an excellent experience and provides services across the student and academic lifecycle from enrolment to graduation, covering everything from wellbeing services to ensuring new courses are set up correctly. The Directorate is at the centre of a transformation programme as we seek to make services which underpin our student experience more efficient and effective. Over the next year, we will reconfigure the ways we work, reducing silos, making better use of systems and improving compliance with regulations, policies and processes.

The postholder will lead and manage a team who support the annual cycle of student systems maintenance on the student records system, SITS. The postholder will manage a team who contribute to the designing, development and testing of solutions and enhancements to student systems, including SITS:Vision, e:Vision, SID (Student Information Desk) and related systems as appropriate.

Main activities and responsibilities

- Undertake line management responsibility for Student Systems Maintenance Co-ordinators, ensure processes for objective setting, performance management and personal development of team members are in place and delivered.
- Take responsibility for the leadership of the teams' staff resources, ensuring they are sufficiently distributed to support the delivery of training and support services, and are flexible and responsive to ensure assistance during peak cycle times as determined by the annual cycle of activity, annual leave and periods of sickness, both in terms of business as usual and product development.
- Oversee the batched and automated systems processes ensuring that these operate correctly and to an agreed schedule that supports that academic cycle.
- Lead the implementation of the operational plan pertaining to system maintenance across the University, ensuring projects are delivered to a high quality and on time.

- Provide leadership on the integration of systems, contributing to the integrity of the data held by systems for which the division is responsible, and liaising with those responsible for interdependent systems.
- Ensure that front-line technical support is provided to users, investigating and resolving technical problems and referring issues to colleagues within the team as required.
- Liaise with IT and external networks and software providers to maintain a common awareness of future development plans and opportunities for collaboration.
- Lead on the design, development, testing and implementation of solutions and enhancements to student systems, including SITS:Vision, e:Vision, SID (Student Information Desk) and related systems as appropriate.
- Keep up to date with future software upgrades and new components and make recommendations on their usefulness for the University.
- Working with other teams in the Directorate, across Faculties and where appropriate other professional services groups, liaise with customer groups to support ongoing systems maintenance requirements.
- Review and suggest improvements to business processes through developments and enhancements to student systems and work to implement these effectively.
- Provide expert technical support to users, investigating and resolving technical and system problems.
- Manage a regular schedule of system maintenance, upgrades and testing.
- Write and maintain system documentation and contribute to writing and maintaining training materials.
- Maintain system maintenance notes and guidance for annual work plan.
- Plan work requirements effectively and throughout the academic cycle.
- Deliver a high-quality level of user support, including resolving enquiries through the online helpdesk.
- Ensure that SRL's are delivered in line with business requirements and to agreed deadlines.
- Present completed projects/work requests to appropriate working group and provide critical analysis to others prior to deployment of reports for use across the University.
- Take an active role in Peer Review sessions presenting own work, accepting comments made and providing constructive comments to others from within the team.
- Work collaboratively with stakeholders to provide expert knowledge on optimal solutions through reporting.
- Deputise for Student Systems Manager when required.

Additional Key Requirements:

Managing people and resources

Lead, manage and develop a technical team to deliver key business requirements.

Communication

Communicate detailed information, sometimes complex, to colleagues at all levels. There is a requirement to explain technical aspects of systems maintenance in a straightforward and easily understandable way.

Teamwork and collaborative working

Work collaboratively with colleagues to ensure that projects are delivered on time and to a high quality, and that issues and enquiries are responded to quickly and effectively.

Lead and supervise a team. Act to resolve conflicts within and between teams. Ensure that the team works effectively with other teams across DSaAS and the wider University.

Initiative, problem solving and decision making

Provide advice on systems solutions affecting business processes and systems maintenance. Resolving technical systems issues related to systems maintenance.

Work environment

Be aware of risks in the work environment and potential impact on own work and that of others.

Person Specification

- Educated to first degree level or able to demonstrate a combination of professional qualifications, skills and experience at an equivalent level.
- Extensive experience in the use of a corporate student record system and the configuration of its records and data structures, in particular SITS:Vision.
- Experience of coding and SRL production.
- Experience in a similar role ideally in higher education.
- A high level of numeracy and literacy.
- Excellent written and oral communication skills including the ability to adapt to different audiences and write reports to high standards.
- Excellent organisational skills with the ability to prioritise effectively and resolve operational problems often at minimal notice.
- Comfortable meeting and interacting with staff from various levels.
- Knowledge and understanding of current issues in Higher Education.
- A commitment to a client-centred approach to service delivery.
- A systematic, disciplined and analytical approach to problem-solving.
- Ability to discuss technical details with both non-technical and highly skilled individuals.
- Positive critical approach and appreciation of others work.

Special requirements

Able to undertake duties at different premises including any University campus as required.

May be required to work outside normal office hours to effectively support University operations and events. This will require flexibility, especially at times of peak activity.

Expectations of all staff

Professional standards

We expect all staff employed by Birmingham City University to be aware of and to maintain high standards of personal and professional conduct and demonstrate the BCU Values in how they work. Our Values are Think Differently, Create Opportunity and Build Community.

Equal Opportunities

At Birmingham City University we are proud to be an equal opportunities employer. All staff are expected to understand and enact the University's commitment to ensuring equality, diversity and inclusion in our employment practice and in all that we do. This commitment is enshrined in our Core Values and is detailed in our Equality, Diversity and Inclusion in Employment Policy. The University values and celebrates the diversity of our staff and students; we welcome people from the many different backgrounds and life experiences that reflect the students and the citizens we serve. We are committed to equality of opportunity for all staff and actively encourage unique contributions, in particular from under-represented groups in respect of age, disability, sex, gender or gender identity, ethnicity, race, religion or belief, sexual orientation or transgender status.

Dignity at work

Every member of staff has a responsibility to ensure colleagues are treated with dignity and respect.

The University is committed to creating a work environment for all staff that is free from harassment, intimidation and any other forms of bullying at work, where everyone is treated with dignity, respect and professional courtesy.

Health and safety

The arrangements for meeting the University's health and safety objectives are contained in the Birmingham City University Health and Safety Policy. This includes the responsibilities of key staff and procedures covering the main activities of the University.

All staff are expected to take reasonable care of themselves and those that may be affected by their actions.

Dress code

The University does not operate a formal dress code for its employees, other than for those who are provided with uniform and/or protective clothing. However, employees must ensure that their dress is professional, reasonably smart and appropriate for the situation in which they are working. All staff should ensure that they present a professional image and one that reflects sensitivity to customer perceptions. This may reflect their ethnicity and lifestyle but should not be provocative or cause offence to those with whom they have contact.

Citizenship

All staff are expected to adhere to good citizenship, being generous with help and support to others, collaborating with colleagues and working for the benefit of the University as a whole. In particular working to provide a positive student experience and achieving excellence in all the University's activities.

This job description indicates the expectations of staff at this level. Job descriptions are not exhaustive, and you may be required to undertake other duties of a similar level and responsibility.