ual:

JOB DESCRIPTION	
Job Title: Student Systems Support Administrator	**Accountable to**: Deputy Head of Student Systems and Records - Operations
Contract Length: Permanent **Hours per week/FTE**: 35	**Weeks per year**:
Salary: £34,943 - £42,914	**Grade**: 4
College/Service: Academic Development and Services	**Location**: High Holborn

Purpose of Role:

The Student Systems and Records team provide operational support to all registry student systems users and support the system administration behind the student life cycle.
The post holder will primarily provide an advice and support service for the operation of the University student system (SITS). This includes overseeing the correct and efficient use of systems, assisting with evaluation, testing, training and implementation of enhancements, upgrades and other system developments. This will involve supporting underlying business processes, producing manuals and guides and resolving any technical issues. The post holder will also be required to support the maintenance and management of the student records and system ensuring the highest level of accuracy and compliance with University and External Body processes and regulations.

Duties and Responsibilities

1. Provide high quality system support to Academic Registry teams, academics, college teams and students relating to the functionality of the Student Information System (SITS).
2. Supporting testing and development of the Student Information System (SITS) and associated software including testing of enhancements, new releases and upgrades.
3. Supporting the provision of information, advice and training to University staff on the use of systems, including the design and delivery of training sessions to UAL staff.
4. Production and maintenance of procedures, manuals and training guides for use across the University in order to maximise effective use of systems.
5. Maintaining an overview of developments across the University and advising senior managers on the potential impact on supported systems and the need for adaptations to ensure that systems continue to meet the needs of the users.
6. To contribute to the continual improvement and development of business processes to meet changing business needs.

7. To develop strong working knowledge of all university programmes and their structure and delivery requirements.

System Maintenance

8. Creating, inputting and maintaining the course file data ensuring compliance with internal and external coding structures
9. Setting up and maintaining the fee-matrix which includes determining the necessary course and fee type coding for courses and student types in line with annual fee policies.
10. Ensuring course data is accurate and complete to support accurate regulatory returns and timely production of student transcripts and management reports.
11. Creating and maintaining user access rights and privileges within the Student Information System (SITS).

Data Quality and Statuary Returns

12. To be familiar with the HESA requirements and resolving issues relating to data collection and data errors.
13. Maintenance of the data within the student information system to ensure data is accurate and

meets deadlines of statuary returns.

14. Responding to data quality issues raised by internal and external stakeholders.

General

- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University
- To undertake health and safety duties and responsibilities appropriate to the role
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations

Key Working Relationships: Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- Academic Registry, Academic Registrar, College administrators, Managers, IT service desk.

Specific Management Responsibilities

Budgets: There is no budget responsibility for this post.

Staff: No line management

Other (e.g. accommodation; equipment): None

Signed _____ Date of last review _____
        (Recruiting Manager)

Job Title: **Student Systems Administrator**   **Grade:** **4**

Person Specification	
Specialist Knowledge/ Qualifications	Knowledge of the Higher Education sector and the student lifecycle. Knowledge and experience using and supporting student records systems (SITS experience is essential). Undergraduate degree or equivalent experience.
Relevant Experience	Experience working in the Higher Education sector. Experience in system administration in a HE environment. Experience of reporting systems and data quality control processes. Understanding of business processes and operational issues affecting student administration within a University.
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Leadership and Management	Motivates and leads a team effectively, setting clear objectives to manage performance
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups.
Student Experience or Customer Service	Builds and maintains positive relationships with students or customers
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems

Last updated: February 2019