

Student Systems Support Administrator

Permanent, full-time

Based: UAL High Holborn

Why choose us?

University of the Arts London is recognised globally as a leading institution for teaching and research in art, design, fashion, communication and the performing arts. You will be joining us at a time of exciting change and will have the opportunity to influence a new era of administrative services across the University.

If you are good with people and systems, this post offers an excellent opportunity to lead a high quality Student Systems Support team and help shape the journey of the most vibrant and creative students in the UK through a hands-on approach in managing University's student records system (SITS) team, which underpins the entire student journey from initial application to successful graduation.

The 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 primary 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 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.

Your profile:

To be equal to the challenge, you will need a sound understanding of Higher Education student records systems, with experience in problem and incident management within a large complex environment.

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 strongly desired).

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.

To apply, please visit:

Closing date: 12th November 2020

Interview date: 26th November 2020

If you have any queries contact ADS Recruitment Team via email ADSRecruitment@arts.ac.uk or telephone: 020 7514 2965.

UAL is committed to creating a diverse and inclusive university - a place where we all can be ourselves and reach our full potential in our work, learning and creative practice. We offer a range of family friendly, inclusive employment policies, flexible working arrangements and Staff Support Networks. We welcome applicants from diverse backgrounds, including race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibility.

Candidates are advised to submit applications early.