ual:

JOB DESCRIPTION AND PERSON SPECIFICATION	
Job Title: SITS Developer	**Salary**: £38,694 - £46,423 per annum
Grade: 5	**Location:** High Holborn
Accountable to: Senior Developer and Technical Lead	**College/Service**: Academic Registry

Purpose of Role: To be responsible for the development, configuration, and build within Tribal SITS. To include its products, components, and integrating systems. The role will provide expert SITS development knowledge with hands on experience to inform business process decisions.

Through working as part of a transformation and continuous improvement programme, the focus for this role will be the realisation of Academic Registry processes that support and compliment the implementation of Tribal SITS.

The role will also work closely with suppliers and programme stakeholders, and in doing so will be an intrinsic part of all discussions relating to realising the design and build of the new system, its interfaces, and implementation.

Duties and Responsibilities

1. To be responsible for building SITS Tasks, Vista, interfaces, and system configuration where required, providing expert SITS technical knowledge and be able to trouble shoot and resolve existing functionality.

2. To contribute to key University projects that include technical and business process change, in particular those that support migration to the new Student Record System.

3. To take a leading role in implementing revised functionality consistently across the University's systems.

4. To support creation of a technical requirements specification for student administration business processes, and following on from this to develop and update comprehensive technical documentation and procedures; consulting with users and other stakeholders to ensure accuracy and correct product/process definitions in system.

5. To build, test, transition, and support project deliverables through the continuous improvement framework.

6. To promote shared knowledge and understanding of project outputs across the Student Systems and Records team.

7. To identify, monitor, and escalate where appropriate risks or issues that may impede delivery of project deliverables, initiating solutions where possible and employing a creative and innovative approach.

8. To define transition/training requirements and to work with trainers to develop programmes of staff development to support implementation of revised / new processes and to plan implementation schedules for revised / new processes, working with the appropriate project teams / boards.

9. To support key University systems in operation.

10. Working closely with IT services, to support annual upgrades of key university systems, reviewing enhancements and technical documentation provided by the supplier.

11. To write and maintain comprehensive technical documentation and procedures, consulting with users and other stakeholders to ensure accuracy and correct product/process definitions.

12. To monitor the quality of data / efficiency of the revised processes to ensure effective operation, identify issues and to continue to enhance / modify processes following implementation, acting on user feedback.

Information provision

13. To ensure system and process changes enable UAL to meet the legal and audit requirements by way of Government returns, HESA, QAA, general data protection regulations and Freedom of Information.

14. To keep up to date with both supplier product roadmaps, general technology developments and the requirements of the Higher Education sector (HESA, QAA, LSC etc) and to support the project stakeholders understanding of highly complex and specialist information that will inform University decision-making.

Communication and relationships

15. To initiate and develop effective cross-University operational networks with staff at all levels that facilitate the evaluation, test and refinement of systems and processes and in particular to ensure active collaboration across the University to ensure consistent roll out.

16. To develop effective relationships with key technical suppliers relating to the software used in the project, (external contacts) to ensure the UAL position in relation to development issues within the sector is effectively represented.

17. To determine formal relationship as a client with UAL IT and Business Systems units, setting out expectations, timelines and requirements for specific projects to ensure coordinated and timely delivery of systems.

18. To take a lead coordinating and interfacing with internal and external technical contacts and resources, such as Developers/ Programmers, Database Administrators and other Systems and Business Analysts, from suppliers, internal teams and Academic Registry staff members.

19. To communicate detailed regular updates as required to project team on a range of complex, technical information to enable the work stream leads and Senior Users to make informed decisions.

General

20. As a member of staff in Academic Registry, you may be asked to assist in other areas of the department's work in order to maintain required levels of service during University-wide Registry activities such as Graduation and Enrolment. This may require working temporarily at another site during these events.

21. To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University

22. To undertake health and safety duties and responsibilities appropriate to the role

23. To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work

24. 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

25. To make full use of all information and communication technologies to meet the requirements of the role.

26. 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

ual:

Key Working Relationships: Academic Registry Business / Functional Analysts, Academic Registry Section Heads, Head of Academic Registry, Systems Manager, Academic Registry staff, IT staff, Business Systems staff, Project Managers, and Supplier Consultants.
Specific Management Responsibilities Budgets: There is no budget responsibility for this post. Staff: Managing administrative support as required Other (e.g. accommodation; equipment):

Signed _____ Date of last review _____
(Recruiting Manager)

ual:

PERSON SPECIFICATION	
Specialist Knowledge/Qualifications	Knowledge and experience with the development, configuration, and build within Tribal SITS. To include its products, components, and integrating systems Knowledge of the Higher Education sector and the student lifecycle. Undergraduate degree or equivalent experience.
Relevant Experience	Is able to use appropriate levels of IT skills to enable best use of available information and communications as necessary for the post. **Essential:** MS Office (Word, Excel, Email, Calendar, etc.) SQL Server SITS SRL SITS Tasking SITS Vista SITS StuTalk HTML/CSS **Desired:** JavaScript JQuery Creating reports using SSRS MS Visio
Communication Skills	Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way
Planning and Managing Resources	Contributes to the work of the team, providing support, assistance and cover where necessary. Ensures that time and resources are used effectively. continuously reviewing progress to improve efficiency and to ensure work of self and others is completed in line with objectives
Teamwork	Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration
Student experience or customer service	Contributes to improving or adapting provision to enhance the student experience or customer service
Creativity, Innovation and Problem Solving	Suggests practical solutions to new or unique problems

	Considers wider impact of decisions, assessing possible outcomes and their likelihood, challenging decisions appropriately to ensure consideration and processes are robust.