

JOB DESCRIPTION

| | |
|-----------------------|--|
| Job Title | SITS Analyst/Developer |
| Department | Registry |
| Grade | D |
| Location | Guildhall School of Music & Drama |
| Responsible to | Assistant Registrar (Student Database) |

Purpose of Post

This is a specialist technical role playing a key part in ensuring that the School's systems and processes continue to meet the needs of staff, students and external stakeholders such as HESA and HESES and meet all statutory requirements.

Under the direction of the Assistant Registrar and working closely with the SITS Technical Support contractor, the role holder will develop, maintain and support the School's student records system (SITS), and provide related training to users and help-desk support.

The role holder will provide specific technical support to professional services colleagues in Admissions and Student Records teams and will deputise for the Assistant Registrar

Main Duties & Responsibilities

System support

The role holder will utilise specialist knowledge of SITS syntax and system tools, HTML & CSS, Javascript and JQuery to:

1. Undertake analysis and development for SITS projects and enhancements
2. Maintain existing SITS and related on-line processes including eVision content and IPP online application.
3. Contribute to continuous review and improvement of SITS processes and assist with the identification and prioritisation of potential developments
4. Document technical processes and update guidance materials.

Data and reporting

The role holder will utilise specialist knowledge of student records, SITS syntax, SITS system tools, SQL and other tools to:

5. Create custom reports to extract data and reports in suitable formats for internal statistical purposes, both cyclical and ad hoc on request, taking into account higher education requirements and internal data structures
6. Regularly extract system data reports from the system, analyse data and report on errors to ensure data integrity and security, liaising with colleagues when necessary where such reports highlight developmental needs in others.

User support

Together with the Assistant Registrar (Student Database Support) and utilising specialist knowledge of the SITS system the role holder will:

1. Maintain user accounts, including monitoring the completion of associated data protection and records management training modules
2. Provide expert advice and support for general users in the management, setup and maintenance of student, programme, and module records, with specific support to colleagues working in Admissions and Student Records
3. Be informed by HE sector requirements and ensure that the interoperability of the different SITS modules is taken into account, with particular attention to those modules supporting statutory reporting.
4. Provide user support to professional services staff across the School including:
 - a. providing general SITS training to new users
 - b. encouraging and assisting users to maintain process documentation
 - c. providing SITS help-desk support during standard office hours.
 - d. maintaining MyGuildhall content with information and guidance

Maintenance and Upgrades

Together with the Assistant Registrar (Student Database Support) and SITS Technical Support contractor, this role will:

1. contribute to the regular schedule of SITS system maintenance (Software updates and upgrades)
2. ensure the School's system customisations are maintained following updates (particularly on-line content).
3. review documentation from system upgrades
4. Undertake testing to ensure continuity of provision following upgrades

Registry duties

Understanding of core registry tasks will support future appropriate and bespoke systems development.

1. The role holder will be an integral member of the Registry team and will be expected to gain knowledge and insight into the School's academic provision to assist with core Registry tasks whenever required including but not limited to sharing the cover for key registry tasks in the absence of a colleague.

General

The role holder will:

2. undertake training relevant to the role, keeping abreast of sector-wide changes and developments to the SITS system, and will attend external user-group meetings and networks.
3. carry out all duties to a professional standard taking into account the need to maintain academic standards and the School's reputation, and meet all legal requirements.
4. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
5. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
6. To undertake any other duties that may reasonably be requested appropriate to the grade.

PERSON SPECIFICATION

| | |
|-----------------------|---|
| Job Title | SITS Analyst/Developer |
| Department | Registry, Guildhall School of Music & Drama |
| Grade & Level | Grade: D |
| Trent Position Number | |

Please find below the key skills and core behaviours required to undertake this post.

(A = application, T = Interview Test, I = Interview)

- A: Educated to degree level or equivalent level of professional experience in Higher Education.
- A/I/T: Technical Skills in SITS system tools (SRL syntax, tasking, vistas, document manager)
- A/T: Advanced IT skills with existing knowledge of at least two of the following and ability to learn the others:
 - HTML and CSS, or
 - Javascript/JQuery, or
 - SQL, or
 - Other experience of querying and analysing large and complex datasets for communication to a variety of audiences (eg HESA, HESES)
- A: Skills and experience in the use of SITS in a higher education environment and the ability to ensure it operates in line with HE sector and organisational requirements.
- A/I: Detailed knowledge of Higher Education sector requirements in respect of the management of information and statutory reporting requirements
- A/I: Knowledge and understanding of current issues in HE relevant to data management and the requirements of Data Protection legislation.
- A/I/T: Skills and ability to contribute to the planning and development of projects in respect of student records systems
- I/T: Excellent communication skills, written and verbal, to share complex technical information to non-technical colleagues in a meaningful way
- A/I: Experience of working with data and high level numeracy skills with the ability to analyse and interpret numerical information
- A/I/T: Experience of using initiative, managing priorities, problem solving, analysing and decision making
- I/T: Self-motivated, self-starter with a calm and professional approach
- A/T: Excellent attention to detail
- A/I: A commitment to delivering excellent customer service
- A/I: Proven ability to work within a team and individually
- A: The ability to treat all work matters as confidential and act with discretion.
- A/I: Willingness and ability to undertake specialist training



Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

Salary

The salary range for this job is **£41,360 – £50,255** per annum, including Inner London Weighting, inclusive of all allowances. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

Contract

The position is offered on a permanent basis.

Hours of Work

Normal hours of work are 9.00am – 5.00pm, being 35 hours per week excluding lunch breaks, Monday to Friday, inclusive, but the postholder shall be expected to work the hours necessary to carry out the duties of the position.

Frequency and Method of Payment

This is a monthly paid appointment, and salaries are credited to a Bank or Building Society Account on the 11th of each month.

Annual Leave

There is an entitlement of 28 days annual holiday plus Bank Holidays. There are subsequent increases to entitlement to annual holiday according to length of service.

Sickness Absence and Pay

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.

Pension

You will automatically be admitted to the City of London Corporation's Pension Scheme. Employees contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary.

If you do not wish to join the Scheme you must make a formal declaration stating, you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

Continuous Service

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits, for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

Probationary Period

You will be employed initially on a six-month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

Notice Period

Two months by either party after satisfactory completion of probationary period.

Learning and Employee Development

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in-house programme covering more general training needs.

Employee Volunteering Programme

The City Corporation, in line with its aims to contribute to a flourishing society, shape outstanding environments and support a thriving economy, offers employees paid special leave time during normal hours to encourage employees to volunteer their time and skills to Volunteer Involving Organisations (VIOs) operating within the Square Mile, London and beyond.

Full-time employees may take up to 2 days or 14 hours per year in which to volunteer, between 1 January and 31 December. For temporary and part time employees these hours are adjusted pro rata. Volunteering time can be taken in smaller bite size e.g. 2 hours a week over 7 weeks, where this can be accommodated by the City Corporation and meets the requirements of the volunteer organisation.