

**JOB DESCRIPTION**

**Job title:** Senior Student Services Systems Officer

**Service:** Student Services

**Grade:** F

**Campus:** Docklands Campus

**Responsible to:** Deputy Director of Student Services

**Responsible for:** Systems Assistant

**Liaison with:** Student Services, IT, Finance, External Relations

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**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground-breaking 10-year Vision 2028 strategic plan, orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**THE DEPARTMENT:**

The Directorate of Student Services is responsible for nurturing wellness, supporting individual needs, helping students in crisis, improving retention, and enabling positive experiences through residential life and extra-curricular activities.  Working in partnership across academic schools and professional services, our teams seek to provide a network of support throughout the student journey and aim to optimise student success.

The Directorate includes the following teams, Student Services Projects, Student Hub, Residential Life, Student Life, Student Conduct Team, Student Experience Retention and Success Unit, Academic Tutors, Disability and Dyslexia, Regional Access Centre, Student Wellbeing Service, Student Money Advice and Rights, Independent Sexual and Domestic Violence Advice, and Student Services Operations.

**JOB PURPOSE:**

* To develop data flows, systems and data reports using expert technical knowledge of data systems, SITS, Microsoft Dynamics Excel, and PowerBI together with SQL.
* To help colleagues across the Student Services directorate to improve data quality in a timely and resource efficient manner to improve the impact and evaluation of the directorates work and to feed into institutional and Service KPI reporting.
* To design, develop, test and implement applications and system improvements flows to support and automate the workload of various departments, and to liaise with departments and IT to identify areas that would benefit from new/ updated systems and applications and identify possible data driven interventions that will inform service delivery and identify earlier proactive interventions for students who may be deemed as high risk for welfare or withdrawal reasons.
* To line manage and work with the Systems Assistant to find IT solutions for the Directorate.
* To identify gaps and duplications within data collection points across the Directorate and to find solutions to fix these issues whilst making the IT systems work more efficiently.

**MAIN DUTIES AND RESPONSIBILITIES:**

**Analytics and reports**

* To create data reports for each team in the Student Services directorate and to link these into accessible reports to share with staff within the Service and University Senior Management This will involve integrating data from different systems.
* To export and collate student data from Microsoft Dynamics CRM for various departments as required, following GDPR guidelines and ensuring data is accurate.
* To identify trends, patterns and insights and report on these to support management decision making.
* To support all teams within the Student Services directorate with CRM developments and improvements, ensuring every area is using CRM to its full extent across the student journey.
* To manage reporting data for various departments through PowerBI, Excel and SharePoint and other systems, including analytics platforms like Civitas, to ensure departments have live analytics to work from and for use in service reports.
* To disseminate this work to others in order to create enhanced alignment across teams in supporting our students and to support training needs.
* To support with the integration between systems such as Delta (SITS) and WPM.
* To support technical development and enhancements to the residential life systems to maximise user experience and increase income generation.
* To work with colleagues to automate workflows to improve the student/user experience using existing and new technologies e.g. Rollout of Chat Bots/Digital Assistants

**Design and implementation**

* To design, implement and manage systems through technology to automate processes and increase turnaround times to meet service level agreement in collaboration with IT and Strategic Planning.
* To identify areas that would benefit from new and/ or updated systems and processes and liaise with departments to design, implement or oversee implementation.
* To ensure directorate intranet pages and external webpages are updated with the latest information and liaise with departments to improve the user experience.
* To assist with testing of systems used by the Student Services directorate including Room Service.
* To develop new and innovative digital solutions to aid student support e.g. establishing a Wellbeing dashboard for students as part of Track My Future, develop a fully automated bursary application process.

**Administration**

* To support Student Money Advice & Rights Team & Disability & Dyslexia Team with the management of providing students with IT equipment and software as part of bursary funding or student disability allowances, ensuring confidentiality at all times.
* To provide training for existing and new software tools to colleagues across the Directorate. Regular consulting with each team and recommending products or systems to improve usability and service to stakeholders.
* Develop online processes and flows to ease administrative tasks using logic forms and automation e,g MS power Automate.
* Developing new and innovative ideas to support with continuation of service wide showcasing events both face to face and virtual.
* To undertake Performance and Development Reviews (PDRs) with direct reports.

**PERSON SPECIFICATION**

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS:**

**Essential criteria;**

* A degree, preferably in a relevant subject (A/C)

**KNOWLEDGE AND EXPERIENCE:**

**Essential criteria;**

* Experience of using student records and databases, preferably with experience of using a SITS-based system (A)
* Experience of and competence in data querying (e.g. using SQL) (A)
* Strong ability in using Microsoft Excel to accurately analyse and manage large volume data (A)
* Experience of using Data Analytics Tools (e.g. Power BI, Tableau, Civitas) SITS/Delta, DataFiltr (A/I)
* Experience of successfully improving processes and procedures to meet user requirements through the design, development and implementation of business and/ or automated systems. (A/I)
* Excellent knowledge and experience of student services in a H.E. context (I/A)

**PLANNING AND ORGANISING:**

* Able to manage time effectively, work methodically and prioritise busy workloads, delegating to the Systems Assistant where necessary, whilst maintaining attention to detail (A/I)

**TEAMWORK AND LEADERSHIP:**

* To support the broader Directorate, taking on new or additional activities to support others when required (A)
* Ability to work with teams to plan and implement effective evaluation practice (I)
* Ability to line manage effectively to encourage the full potential of your direct reports (I)
* To be an active member of the Senior Management Team in Student Services. (A)

**COMMUNICATION:**

* Excellent oral and written communication skills which includes experience of accurately analysing and communicating complex detailed data to a varied audience (I)

**ANALYSIS AND RESEARCH:**

* Experience of analysing data and providing accurate, timely and detailed reports in a variety of means. (A/I)

**INITIATIVE AND PROBLEM SOLVING:**

* Ability to take the initiative in resolving day to day issues and understanding when an issue needs to be escalated. To use initiative and creativity to resolve problems and identity practical and suitable solutions (A/I)

**SKILLS AND ABILITIES:**

* Committed to continued professional development and life-long learning. (I)
* Positive and enthusiastic, able to adapt to changing demands and driven to continually improve systems and processes informed by business intelligence. (A/I)
* Excellent advanced IT skills, (A/I)

**OTHER ESSENTIAL CRITERIA:**

* Commitment to and understanding of equal opportunities issues within a diverse and multicultural environment (I)

**Criteria tested by Key:**

A = Application form

C = Certification

I = Interview

T = Test