luminate
EDUCATION GROUP

Job Description

Organisation:	Luminate Education Group
Primary Organisation Supported *(only use this field for LEG service member of staff)*	Leeds Conservatoire
Core Job Role:	N/A
Job Title:	SITS Developer – Graduate Trainee
Reports to:	Group Head of HE MIS
Grade	Grade D
Date of compilation:	19/05/24

ROLE SUMMARY:

This role is to contribute to the development, configuration, and build within Tribal SITS (Strategic Information Technology Services), including its products, components, and integrating systems.

The post holder will work closely with suppliers and programme stakeholders, and will be an intrinsic part of all discussions relating to realising the implementation, utilisation and maintenance of the student record system and its interfaces.

As a Graduate Trainee, the post holder will undertake a programme of learning with Tribal, delivered over 100 days within a 12 month period, as part of fulltime employment within the HE Quality and Standards directorate for Leeds Conservatoire and University Centre Leeds. The training programme will enable the Graduate Trainee to:
- Understand the skills, principals and practice of effective software implementation and how to support the management of the Tribal student information system (SITS).
- Develop soft skills and reflect on own ability to perform effectively as an internal consultant at Leeds Conservatoire and University Centre Leeds.
- Develop essential functional and technical skills through hands on configuration.

CORE RESPONSIBILITIES:

1. Contribute to 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. Contribute to the Group's HE MIS projects that include technical and business process change, in particular those that support APIs and integration with the new Student Record System.

3. Contribute to the implementation of revised functionality consistently across the Group HE's systems.

4. Support the creation of a technical requirements specification for student administration business processes; consulting with users and other stakeholders to ensure accuracy and correct product/ process definitions in system.

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

6. Promote shared knowledge and understanding of project outputs across the HE MIS and Registry teams.

7. 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. 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. Support key HE MIS systems in operation.

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

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

12. 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.

13. Ensure system and process changes enable Leeds Conservatoire and University Centre Leeds to meet the legal and audit requirements by way of Government returns, HESA, QAA, general data protection regulations and Freedom of Information, for example.

14. 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 Group decision-making.

15. Develop and maintain effective cross-Group 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 Group to ensure consistent roll out.

16. Develop effective relationships with key technical suppliers relating to the software used in the Group, (external contacts) to ensure the Group's position in relation to development issues within the sector is effectively represented.

18. 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 Registry staff members.

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

Training to lead to:

20. Intelligence gathering/analysis work: Undertake root cause analysis to address areas of change, whilst using evidence-based methodologies to choose directions of travel and effective planning techniques. Utilise workforce and engagement data to effectively raise satisfaction levels and performance. Prepare and produce detailed reports, as appropriate.

21. Collaboration/planning/cohesion: Support the sharing of skills to other team members through workshops or other CPD activities. Proactively engage in cross group project work, aligned with

strategic and innovative projects that enhance the student and staff experience which may also raise the profile of the organisation.

22. Commitment to driving continuous improvement: Actively promote continuous improvement methodologies, including participation in curriculum and Luminate self-assessment reports, inspection preparation, quality audits and process reviews.

23. Support senior management by providing specialist and expert knowledge.

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody our Organisational Culture:

Few rules & clear boundaries
The ability to be creative, within areas of focus.

Ownership & performance
Using our robust business planning model to allow areas to have clear ownership over their vision and remit.

Energy & enjoyment
Fostering an environment that enables our people and learners to be brave, interact and have fun.

Creative & reflective
Always hungry to learn and looking ahead to see what is on the horizon.

Passion & ambition
Encouraging all to think aspirationally, inspiring others to do the same.

Collaborative & responsive
Proactively seeking opportunities to create synergies and positive outcomes for all.

Person Specification

Job Title:	SITS Developer – Graduate Trainee
Department	HE Quality and Standards (University Centre Leeds and Leeds Conservatoire)

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation,
C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	**Criteria**	**Method of assessment**
E	Q1. English and Mathematics at Level 2 or above and a willingness to improve in one or both disciplines to level 3 or above.	A/C
D	Q2. Relevant recognised professional attainments.	A/C
D	Q3. Professional level 4 qualification and/or degree.	A/C
E	Q4. Degree in a relevant subject	A/C
D	Q5. Masters or other relevant Postgraduate Qualification.	A/C
Experience and Knowledge		
Essential (E) Desirable (D)	**Criteria**	**Method of assessment**
D	EK1. Knowledge of programming languages, web services or other appropriate technical skills and experience of working on projects and software development initiatives	A/I

D	EK2. Experience of developing and implementing information systems, platforms and IT digital services, demonstrating working knowledge of appropriate theories and best practices.	A/I
D	EK3. Development experience using SQL, HTML, CSS and JavaScript	A/I
D	EK5. Experience designing, writing and testing SQL queries and knowledge of complex databases.	A/I
E	EK6. Experience of product development, integrations and testing.	A/!
D	EK7. Knowledge of UK Higher Education System; student administration; how institutions use student data for meeting institutional aims and objectives; and the statutory requirements for data provision to external agencies.	A/I
D	EK8. Experience of developing the use of a new or significantly re-developed student record system and associated processes	A/I

Skills and Competencies		
Essential (E) Desirable (D)	**Criteria**	**Method of assessment**
E	SC1. Excellent and proven relationship management skills with experience of managing the requirements of stakeholders	A/I/P
E	SC2. Skilled in systems analysis, problem diagnosis and resolution	A/I
E	SC3. Able to stay calm and work under pressure evidencing ability in building beneficial working relationships within teams and through change processes.	A/I
E	SC4. Able to extract complex data from diverse data sources to inform key management decisions and to proactively seek data accuracy of areas of responsibility, resolving data-related issues effectively	A/I
D	SC5. Demonstrate experience in applying standard methods of analysis, recognising trends and patterns, and highlighting issues and opportunities	A/I

E	SC6. Ability to deliver projects that adhere to the HE Group's brand and design guidelines as outlined in the specification.	A/I
E	SC7. Ability to use appropriate levels of IT skills to enable best use of available information and communications as necessary and including, as a minimum, MS Office, SQL Server, HTML/CSS. Experience with JavaScript, JQuery, and SRSS is also desired.	A/I
D	SC8. Proven ability to shape developments through active participation in various committees and focus groups.	A/I
E	SC9. Able to review current systems and develop a process for continued innovation and improvement.	A/I

Behavioural, Values and Ethos		
Essential (E) Desirable (D)	**Criteria**	**Method of assessment**
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I