

## Job Description

<b>Organisation:</b>	Luminate Education Group
<b>Core Job Role:</b>	N/A
<b>Job Title:</b>	MIS Systems Manager
<b>Reports to:</b>	Head of Systems Development & Reporting
<b>Grade</b>	LM2 (G)
<b>Date of compilation:</b>	November 2023

### ROLE SUMMARY:

An opportunity has arisen for a highly motivated systems manager to work within our MIS function to provide end to end systems management. This is a technical role, the postholder will be required to update their technical knowledge and skills to meet the needs of the organisation on a regular basis.

### SPECIFIC RESPONSIBILITIES:

1. Deliver an enabling and responsive, customer-focused MIS systems service, providing end to end systems management.
2. Work collaboratively and consultatively across the Group to ensure the service proactively supports managers, employees and key stakeholders
3. Contribute towards service cross functional projects and work streams
4. Cultivate partnership working with external suppliers for proactive approach to problem solving, system optimisation and forthcoming developments through active engagement and communication
5. Ensure that security, quality standards and procedures are developed and maintained within the MIS systems team.
6. Manage the overall running of the MIS Freshdesk Support System
7. Deputise for the Head of Systems Development and Reporting where necessary
8. Lead on the mapping and integration of data between systems, for example HE and FE data across student record systems to meeting funding claim requirements (from ESFA / WYCA / OfS)
9. Lead on the development, management and accuracy of data using effective BI reporting tools that facilitate decision making.
10. Maybe required to work adhoc evenings during busy periods i.e. student enrolment

## **CORE RESPONSIBILITIES:**

11. Accountable for all MIS Systems, providing systems management, administration and user support
12. Maximise opportunities to continually improve system functionality
13. Lead MIS systems projects
14. Collaborate with colleagues to scope, design, build, test and deploy systems functionality to provide an outstanding MIS systems service
15. Work collaboratively and consultatively across the Group to ensure the service proactively supports managers, employees and key stakeholders
16. Lead all MIS systems testing activity during upgrades and system changes to ensure the continued and uninterrupted provision of high-quality systems
17. Identify any potential risks during scoping, development and deployment and undertake appropriate resolution and testing to mitigate risks
18. Oversee the day to day maintenance of MIS systems to ensure they are readily available and reliable
19. Ensure the data quality is of the highest standard possible by monitoring usage, timely inputting providing training as needed.
20. Ensure contingency planning to ensure systems functionality can be maintained whilst key personnel may be unavailable
21. Develop process maps, documents and guidance for established and new functionality
22. Lead the cultural transformation to help colleagues maximise the benefits of MIS systems
23. Design, develop and deliver training, including associated guidance and training materials to ensure colleagues are fully conversant with MIS systems
24. Ensure the provision of regular and ad hoc reporting, planning effectively for key data returns required across the Group
25. Management of Systems Development and Reporting team personnel and associated development through identifying training needs, continuous development and upskilling
26. Maintain confidentiality and data security, responding to requests for information with due regard to policy and the requirements of data legislation

## **GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:**

1. 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.
2. Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
3. Comply with all relevant policies and procedures.
4. Act with honesty and integrity to maintain high standards of ethics and professional standards.
5. Use and promote restorative practice approaches.
6. Comply with all legislative and regulatory requirements.
7. Promote a positive image of the Luminate Education Group and member organisations.

8. Support the recruitment and achievement of students across the Group. This may include (but is not limited to) supporting exams, open events, taster days, enrolment and revision sessions.
9. Any other duties commensurate with the level of the post, which may be required from time to time.
10. Embody our Organisational Culture:

**Few rules & clear boundaries**

*The ability to be creative, within areas of focus.*

**Energy & enjoyment**

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

**Passion & ambition**

*Encouraging all to think aspirationally, inspiring others to do the same.*

**Ownership & performance**

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

**Creative & reflective**

*Always hungry to learn and looking ahead to see what is on the horizon.*

**Collaborative & responsive**

*Proactively seeking opportunities to create synergies and positive outcomes for all.*

## Person Specification

<b>Job Title:</b>	MIS Systems Manager
<b>Department</b>	MIS Systems Development & Reporting

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 is 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	English and mathematics at Level 2 or above	A / C
E	Educated to degree level in relevant field or equivalent professional experience (such as computer science, data and information systems)	A / C
D	Professional or information systems qualification. E.g. Microsoft SQL Certification or equivalent professional experience	A / C
Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	In-depth knowledge of Microsoft SQL, reporting and associated services (SSIS / SSRS / SSMS / SSAS)	A / I / T

E	In-depth knowledge of data warehousing, powerbi and external data links	A / I / T
E	Experience of systems development, risk management and testing	A / I
E	Experience of maintaining MIS systems to ensure an outstanding user experience	A / I
D	Experience of student records systems (such as ProSolution) and associated modules including for example registers, timetables, pastoral support, CRM and subsequent monitoring systems	A / I
D	Experience of working with non-technical end users to explain technical issues and resolve problems	A / I
D	Experience of working within Further or Higher Education	A / I

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Excellent time, workload and project management skills, with the ability to meet tight deadlines and manage competing priorities	A / I
E	Ability to make sense of complex issues, identify and solve problems	A / I
E	Strong communication and interpersonal skills with the ability to understand and identify stakeholder requirements	A / I
E	Strong attention to detail	A / I / T
E	Ability to design, develop and deliver systems and functionality improvements	A / I
E	Ability to demonstrate flexibility and adaptability to provide a responsive service, for example possible twilight/evening work during peak periods and system emergencies.	A / I
Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Support and promotion of equality, diversity and inclusion	A / I

E	Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	Commitment to the PREVENT agenda	I
E	Commitment to professional standards	I
E	Commitment to restorative practice approaches	I