

Group Member:		Luminate Group Services	
Job Title:		Systems and Online Services Analyst	
Reports to:		Group Head of HE MIS	
Job Grade	LEG E	Department	HE Quality and Standards (MIS)

ROLE SUMMARY:

This role is to take the lead on student data management systems and online service portals design and maintenance to support the Group's HE provisions and self-service activities and enhance student engagement.

The role provides contributions to the preparation of information and reporting on student data to meet the requirements of the Leeds Conservatoire's and University Centre Leeds' stakeholders, external agencies and audits. As such, the post holder will be responsible for student and staff portals design, functionality, branding and customisations including leading on the opening and closing of online student enrolment and module registration activities. This includes supporting the development, management and maintenance of core databases, tables, views, stored procedures, functions and optimisation of the underlying reporting datasets. It also includes auditing the input of data into the Group's HE Student Record System (SITS) and other supporting systems and ensuring that systematic checks are carried out to maintain data integrity and accuracy.

The post holder will be responsible for system management tasks including but not limited to system user access, role group management, building tasks, creating vistas, managing integrations and system configurations where required, providing expert technical knowledge and be able to trouble shoot and resolve existing functionality.

They will support the Group Head of HE MIS in working closely with ITSS services to support the student record system's server environments, annual upgrades, service releases, hot fixes, reviewing enhancements and technical documentation provided by suppliers.

SPECIFIC ROLE RESPONSIBILITIES:

1. Lead on the design and continuous review of the management information systems that support students online self-service activities and staff back-office functions using the student record system including but not limited to System Management, Systems Integration, Reporting, Infrastructure and online student self-service tasks. To be the HE MIS' central point of expertise in the development, design, implementation and maintenance of staff and student online service portals, ensuring that the changing needs of the students, the conservatoire and University Centre Leeds are always met.
2. Develop, code, deploy and maintain robust systems, reports and processes to ensure that the online student record processes are current and relevant.
3. Ensure that adequate data quality exception checking processes are in place to support the proactive monitoring of data quality.
4. Regularly review BI dashboards, reporting systems and toolsets to ensure that they continue to meet the evolving needs of the business, regulatory and statutory requirements.
5. Maintain the integrity, accuracy, relevance and completeness of all data entered in the information systems within the team's portfolio.

6. Audit all HE MIS supported systems and the data contained therein.
7. Be an escalation point for users who have identified problems with online student and staff service portals.
8. Ensure that processes are in place to support the accurate collection of data for the conservatoire's and University Centre Leeds' needs including statutory requirements.
9. Ensure that all corrections required for HE MIS related systems and their data are actioned.
10. Support the Academic and Professional Services teams across the conservatoire and University Centre Leeds in their student lifecycle tasks as related to HE MIS and actively work with them to ensure that data is accessible and relevant to their needs to improve efficiency and effectiveness of student administration.
11. Work with colleagues and teams across the group to maximise the use of information and help them drive improvements in performance and quality.
12. Support all HE MIS processes related to student funding and the student lifecycle at the conservatoire and University Centre Leeds.
13. Develop and support a suite of dynamic reports using reporting tools such as PowerBI and Microsoft Reporting Services, liaising with stakeholders to ensure that their needs are met.
14. Support the continual development and maintenance of HE MIS managed systems including (but not be limited to) Student Record System, Curriculum Planning, Timetabling System, Register System and all external data reporting systems.
15. Produce internal statistics, information and reports for funding, performance reviews, management and academic purposes.
16. Assist in the production of evidence for internal and external auditors.
17. Provide documentation, technical expertise and training support on processes and procedures relating to HE MIS, Planning and Reporting services systems to ensure that effectiveness and efficiency of student data systems and processes is maintained.
18. Deal with system queries and ad-hoc requests for data and information, and process requests in relation to problem solving, systems configuration and technical faults, escalating and liaising with software houses where necessary regarding HE MIS, Planning and Reporting services systems including but not restricted to the Student Record System, Planning, Timetabling, VLE and Register systems.
19. Monitor the HE MIS helpdesk system and independently respond to requests and queries in a timely manner.
20. Maintain an up-to-date understanding of the HE MIS and Planning systems and processes including understanding of data requirements for all the Group HE's funding and regulatory bodies.
21. Seek to improve business processes using technology to enhance the student and staff experience and promote awareness of the Team within the group and the services it provides.
22. Support other MI systems including but not limited to; the creation of student timetables and registers data, student tuition fee profile creation and the data exchange with the Group's finance systems.
23. Produce and maintain effective technical documentation for new and existing systems and applications

CORE RESPONSIBILITIES:

1. Attend and contribute to team meetings, planning days and other departmental staff events.
2. Liaise with external agencies as required.
3. Represent higher education on relevant cross-group committees/forums.
4. Engage in policy development and review activities.
5. Develop and maintain offline and online information and communication, which provides students and staff with access advice, guidance and signposting.
6. Participate in open days, student activities, awareness arising events, and enrolment which will involve occasional weekend and evening work.
7. Work flexibly as a member of the MIS and Registry team.
8. Attend and contribute to team meetings and staff development activities, sharing information and best practice.
9. Provide information and data to enable timely reports to be collated.

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 the Group's Values:

Kindness

Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them

Ownership

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

Enjoyment

Fostering environments that enable staff and students to be brave, interact and have fun

Collaborative

Proactively seeking opportunities to create synergies and positive outcomes for all

Passion**Creative**

Encouraging all to have aspiration and passion in everything they do.

Always hungry to learn and looking ahead so we can be responsive

Person Specification

Job Title:	Systems and Online Services Analyst
Department	HE Quality and Standards (MIS)

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. Level 4 qualification preferably in information/ data management/ business analysis	A
E	Q2. Level 3 IT qualification or the ability to demonstrate extensive depth and breadth of experience / knowledge and expertise with a range of student record systems and IT software.	A / I / T
E	Q3. English and mathematics at Level 2 or above.	A / C

Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Knowledge and understanding of relational databases, Microsoft SQL Server and data management systems.	A / I

E	EK2. Knowledge and experience with the development, configuration, and build of systems.	A / I / T
D	EK3. Experience of working with business information tools such as PowerBI and SSIS.	A / I
E	EK4. Experience of Transact SQL.	A / I
D	EK5. Experience in developing reports using SSRS and PowerBi.	A / I
D	EK6. Experience of working in an MIS environment.	A / I / T
E	EK7. Developmental experience with Tribal's SITS Vision student record system including expertise in eVision, Tasks, Vistas, Client system set up and maintenance.	A / I
D	EK8. Experience of programming (Python, HTML, .Net).	A / I

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. Methodical, logical and intelligent approach to the provision of pragmatic business solutions.	A / I
E	SC2. Excellent written and verbal communication skills, with the ability to work with staff at all levels and provide excellent customer service.	A / I
E	SC3. Strong technical ability across multiple systems to input data, maintain, provide and present clear, accurate and timely information.	A / I
E	SC4. Consistently good attention to detail and accuracy whilst working under pressure to meet tight timescales/targets.	A / I
E	SC5. The ability to make data accessible to internal and external stakeholders at appropriate levels	A / I
E	SC6. The ability to work with minimal supervision, and have the confidence to make	A / I

	decisions on routine procedural issues and service issues.	
E	SC7. The ability to manage own workload effectively in order to meet deadlines.	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