

SECTION A: THE ROLE	
Job Title:	SITS Senior System Developer
Institute/Service:	Academic Registry
Job Grade:	Grade 08
Job Family:	Services
Job Location:	Lancaster, Carlisle, Ambleside or London
Responsible To:	Head of Student Systems and Data
Responsible For:	SITS Developer
Role Purpose:	
<p>SITS is the University's student record system and is central to the effective administration of the student lifecycle.</p> <p>The Senior System Developer role in the Student Systems and Data team is the strategic lead for the development and maintenance of SITS for use by applicants, students and staff.</p> <p>The role holder has a critical role in shaping and influencing systems developments through the prioritisation of a Student Roadmap to underpin the achievement of the University's strategic ambitions. Development of the system's self service functionality is essential to maximise the efficiency of operational working practices and to ensure a positive experience for all system users.</p> <p>The role will include working closely with senior stakeholders in academic Institutes and Professional Services to build a sound understanding of how the system is used, including interfaces with other core corporate systems, and to identify opportunities for enhancements.</p> <p>Customer service, continuous improvement and user experience are at the heart of this role and will take the form of leading development work, influencing strategic projects, implementing change and carrying out ongoing systems maintenance to support the University's annual business cycle and priorities.</p>	

SECTION B: PRINCIPAL DUTIES/KEY OBJECTIVES	
1.	<p>Drive forward developments of the University's student information system (SITS) for use by applicants, students and staff to support the achievement of the University's Towards 2030 Strategy and digital priorities. As part of this:</p> <ul style="list-style-type: none"> • Undertake business process analysis to identify and implement continuous improvements to how SITS is utilised within working practices. • Lead SITS systems enhancements across the development cycle from requirements analysis through design, coding implementation, testing, system implementation and support. • Develop self service functionality (ICON) to maximise the experience for users
2.	<p>Lead the support for SITS applications including software upgrades and fixes, investigating new functionality, undertaking incident and problem analysis, and identifying appropriate action and liaison with IT colleagues and suppliers as appropriate.</p>
3.	<p>Proactive negotiation and contract management with Tribal (SITS software providers) and other external bodies to keep up-to-date with the latest system developments and statutory requirements that may impact the University's business processes.</p>

4.	Represent the Academic Registry in the planning and implementation of Service and University wide strategic projects that have a dependency on SITS. Identify issues, solve problems, undertake options appraisals, influence decision making and implement changes to student systems as required.
5.	Use specialist knowledge and comprehensive understanding of the structure of SITS system to help improve data quality, effective student records management and accurate internal/external reporting.
6.	Deploy relevant software tools to support the day-to-day running of SITS including E:Vision tasks, messaging, vistas, containers and container options, IPP processes, SRL syntax, HTML, CSS, SQL, JavaScript. Oversee the development and delivery of SITS user training and support and associated documentation.

Additional Information:

You may on occasions and in line with operational needs:

- Be required to work different hours including at weekends/evenings.
- Be required to travel to other campuses and sites as necessary.

In addition to the duties listed here, you will be required to perform other duties which are assigned from time to time. However, such other duties will be reasonable in relation to the grade.

It is the University's intention that this role description is seen as a guide to the major areas and duties for which the post holder is accountable. However, the business will change, and the post holder's obligations will vary and develop. The description should be seen as a guide and not as a permanent, definitive and exhaustive statement.

Our Values:

At the University of Cumbria, our values shape the way we work, our culture and environment.

We are PERSONAL

Individuals are at the heart of what we do, and our culture of belonging recognises and supports every person. As an institution, we have mutual respect for those we work with and for and we care about understanding each other's challenges and helping one another to thrive.

We are PROGRESSIVE

As a university we have a determination to deliver our mission, which keeps us open to opportunities in front of us. We encourage thoughtful and inspirational ideas, and we tackle problems proactively, with optimism, creativity and courage.

We are ENGAGED

As stewards of knowledge and place, it is our privilege to champion the region and advocate for the value of education. The University of Cumbria is welcoming to different perspectives, expertise and experiences and we are committed to building and nurturing strong links with our communities.

Providing an Inclusive Environment:

The University of Cumbria is committed to providing an inclusive environment, where staff, students and visitors are encouraged to be their true self, in order to enhance the individual and collective experience. As a university community, we share the social responsibility of enabling this inclusive environment by valuing, respecting and celebrating differences, to ensure that we generate a sense of understanding and belonging.

The university recognises that our differences are our strength, seeking and valuing different perspectives and ideas, in an environment that is without prejudice and bias.

We are committed to embracing our responsibility as a facilitator of change and continue to develop our equality agenda in line with and, where appropriate, beyond the Equality Act 2010. We do not tolerate discrimination, bullying or harassment in any form on the grounds of age,

disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Health & Safety Statement

All employees at the University of Cumbria are required to ensure that all duties and responsibilities are discharged in accordance with the University's Health and Safety at Work policy. They should take reasonable care for their own health and safety and that of others who may be affected by what they do or do not do. Employees should correctly use work items provided by the University, including personal protective equipment in accordance with training or instructions.

Criteria for Grade 8 Role Title: SITS Senior System Developer	Essential/ Desirable	To be identified by:
<p>Qualifications</p> <p>Educated to RQF Level 6 (degree level or equivalent) or equivalent experience.</p> <p>PRINCE2 Project Management Foundation or equivalent project management qualification.</p> <p>Postgraduate qualification.</p>	<p>Essential</p> <p>Desirable</p> <p>Desirable</p>	<p>Application Form</p> <p>Application Form</p> <p>Application Form</p>
<p>Experience</p> <p>Comprehensive knowledge and experience in the development of SITS Client and eVision. Understanding of SITS SRL syntax, Vistas and tasks.</p> <p>Experience of at least one annual business cycle of applicant and student administration gained from working in a UK HEI.</p> <p>Significant experience of contributing to projects through the whole project life cycle from requirements analysis through design, coding implementation, testing, system implementation and support.</p> <p>Demonstrable experience of facilitating change in complex, customer-facing business areas, involving users working together at different levels and in different functions to provide a consistent and coherent service to the customer.</p> <p>Experience of using HTML, CSS, SQL, JavaScript etc.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>	<p>Supporting Statement/Interview</p> <p>Supporting Statement/Interview</p> <p>Supporting Statement/Interview</p> <p>Supporting Statement/Interview</p> <p>Application Form/Interview</p>
<p>Knowledge, skills and abilities</p> <p>Authoritative knowledge of student system developments (including policy, services, work practices, processes) and understanding of broader areas and issues (such as regulations, legislation, and national codes of practice, and implications of non-compliance).</p> <p>Ability to take a lead in the development and improvement of student systems and present concepts and complex material to a broad range of audiences.</p>	<p>Essential</p> <p>Essential</p>	<p>Supporting Statement/Interview</p> <p>Application Form/Interview</p>

Ability to initiate and lead networks on behalf of the Service or University; to negotiate and manage contracts with customers, key external contacts and service providers on behalf of the Service and University.	Essential	Application Form/Interview
Excellent communication skills (oral, written and presentation) in both formal and informal settings and an ability to mediate between suppliers, external consultants, and end users.	Essential	Supporting Statement/Interview
High level understanding and development of complex relational databases.	Essential	Application Form/Interview
Ability to be a contact for clients across the University and end users to gather requirements, support user acceptance testing and resolve problems that have been escalated.	Essential	Application Form/Interview
Customer focussed and capable of engaging and working with both senior clients and end users at every level to understand business requirements, translate these into system specifications and deliver services to support them.	Essential	Application Form/Interview
Excellent technical documentation skills.	Essential	Application Form/Interview
Ability to analyse and solve problems of a complex nature and think strategically when proposing solutions, appraising options, making decisions and implementing changes.	Essential	Application Form/Interview
Knowledge of relevant IT packages, information systems and procedures, ability to adapt/transfer skills to use new technology and development and maintenance of websites.	Essential	Application Form/Interview
Skills to manage, develop and motivate staff.	Essential	Application Form/Interview
Understanding of relevant planning and budgeting processes and the ability to control budgets and contracts for goods and services.	Essential	Application Form/Interview
Professional approach to work and work colleagues and an ability to work independently and show initiative.	Essential	Application Form/Interview
Other Commitment to the strategic plan and values of the University especially in relation to equality of opportunity at work and a healthy and safe working environment.	Essential	Interview